## Document Revision History

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| 1.0 | 1 August 2011 | JMC | Version for publication |
| 2.0 | 13 July 2012 | MGRL | Updated version for publication |
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## 1.0    INTRODUCTION

Asia Pacific College (APC) developed and implemented its Quality Management System (QMS) to consistently exceed the ever-changing needs and expectations of its unit customers in the daily delivery of educational services. Likewise, APC wants to ensure that its team of education and administrative professionals is always competent, that it meets and complies with the regulatory and statutory requirements of government, that it continues to strengthen partnerships with its service providers, and that it ensures a safe, secured, and healthy environment in the school facilities and its premises.

With all these in place, APC continues to enhance its services and provide its shareholders with satisfactory returns.

The purpose of the APC Quality Policy Manual (APC-QPM) is to define and document its Quality Management System (QMS), to define the authorities and responsibilities of the management and staff involved in its implementation and continuous improvement, and to provide a general description of all processes and procedures in its scope.

Any staff of APC may be assigned to develop and document any section or sub-section of this manual. However, before implementation, it is further reviewed by the Process Owner (PO) and/or the Quality Management Representative (QMR) and approved by the President of the Asia Pacific College.

This manual is in electronic or soft copy, accessible (for viewing only) by faculty and staff via the APC intranet. It is reviewed by the Process Owner (PO), reviewed by the Quality Management Representative (QMR), and approved by the President of APC.

A hard copy may be printed as a reference copy, which shall be maintained and controlled by the Central Document Controller (CDC).

Any other printed copy of this manual is uncontrolled and may be used only for training purposes.

## 1.1 OBJECTIVES

This Quality Policy Manual (QPM) follows the guidelines of the ISO 9001:2008 standards in its development, implementation, and continuous improvement. It outlines the policies, requirements, and responsibilities for implementing and managing the APC QMS to ensure excellent customer delivery services to its customers.

This Quality Policy Manual intends to:

- Communicate the school's vision, mission, values, policies, goals and objectives, processes, and procedures to assure delivery of quality services to APC's customers;
- Define the policies to guide the school in the efficient and effective implementation and continuous improvement of its APC QMS;
- Serve as the documented reference for auditing the APC QMS;
- Provide objective evidence of compliance with ISO 9001:2008 requirements;
- Serve as a reference to train APC staff on the QMS requirements; and
- Delineate roles and responsibilities in the implementation and continuous improvement of the APC QMS.

## 1.2 SCOPE

This QPM defines the QMS of APC, the educational partnership of SM Foundation and IBM Philippines.
To understand and appreciate the APC organization, refer to Annex D1 – APC Organizational Chart <link of Annex D1>.

APC's general objective is to produce graduates with contemporary skills enabling them to be ready for the workplace upon graduation.

The main products of APC are the graduates of the following non-degree and degree (undergraduate and graduate level) courses: Senior High School, BS Computer Science, BS Information Technology, BS Accountancy, BS Business Administration, BS Tourism Management, BS Computer Engineering, BS Electronics Engineering, BS Civil Engineering, BS Architecture, Bachelor of Multimedia and Arts, AB Psychology, Master of Engineering in Computer Engineering, Master of Science in Computer Science, Master in Game Design, Master in Information System, Master in Information Technology, and Master in Management.

The major customers are the leading companies across all industries. Most of the students are from high schools (private, public, parochial, and science schools) within Makati City and the surrounding cities, with a significant percentage (albeit smaller) from all over Metro Manila.

There are no exclusions to APC QMS as all requirements of ISO 9001:2008 apply.

The Quality Management System covers the APC business processes, categorized into:

## Management Processes

1.0     Planning
2.0     Monitoring & Evaluation

## Core Processes

3.0     Marketing Management
4.0     Feasibility study
5.0     Program development
6.0     Subject Scheduling
7.0     Faculty Load Management
8.0     Supplementary Instructional Materials Development
9.0     Admissions
10.0    Enrolment
11.0    Instruction
12.0    Faculty Assessment
13.0    Management of Co- and Extra-curricular Activities
14.0    Graduation

## Enabling Processes

*Facilities Management*
15.0    Facilities Management
16.0    Security and Safety Management
17.0    Housekeeping and Maintenance
18.0    Tenant Management
19.0    Shuttle Service Administration

*Finance Management*

20.0    Financial Reporting

21.0    Fund - Receipts and Disbursements

22.0    Assets and Other Properties

*Human Resources Management*

24.0    Talent Acquisition

25.0    Faculty & Staff development

26.0    Load and Schedule Management

27.0    Performance Appraisal

28.0    Benefits Management

29.0    Management of Faculty/Staff Grievance

30.0    Employee Separation from Service

31.0    Management of Service Providers

*Information Technology Resources Management*

32.0    IT Resources Management

33.0    Management of Data Resources

*Logistics Management*

34.0    Purchasing Management

35.0    Supplier Management

*Academic Services Management*

36.0    Guidance and Counselling Management

37.0    Student Financial Assistance Management

38.0    Student Feedback Mechanism

39.0    Student Discipline Management

40.0    Student Grievance Management

41.0    Library Management

42.0    Medical Records Management

43.0    Performing Arts Group Management

44.0    Graduate & Alumni Management

*Publications Management*

45.0    Publications Management

The key processes of each of the above are listed in detail in the APC QMS Procedures Manual (PM) 0.3 OPE-IPO-EMP-PMPROCESS.

This Quality Policy Manual applies to all services about the delivery of APC products and services. This manual shall cover the entire APC and all its units, namely:

President's Office

Academic Units

SHS
School of Computing and Information Technologies
School of Engineering
School of Management
School of Multimedia and Arts
School of Architecture

Technical Services
Technology
Information Technology Resources Library
Physical Facilities
Safety and Security
Building Maintenance
Housekeeping/Events

Academic Services
Quality Assurance and Documentation
Library
Publications
Career Services
Internship
Community Extensions (NSTP)
Discipline
Guidance
Student Activities

Finance and Accounting
Human Resources
Office of the Registrar
Admissions
Marketing

## 1.3 USER'S GUIDE

This section briefly describes the contents of the APC QPM. It also describes how the manual was documented and how to use it.

### CONTENT

This QPM is the document that defines the policies and responsibilities in developing, implementing, and maintaining this manual, following the standards of ISO 9001:2008.

This Quality Policy Manual consists of the following sections:

- **Introduction to QPM** (1.0 OPE-GEN-EMP-QPMINTRO) – Describes the objectives and scope. It also contains a user's guide on how to use, and how to update and control the documents and records. This section further includes definitions of terms and a glossary of abbreviations used.

- **Organizational Profile** (2.0 OPE-GEN-EMP-QPMORG) – Presents a brief background of the APC organization, its organizational chart, the QMS Team, and their respective responsibilities.

- **Direction, Quality Policy, and Objectives** (3.0 OPE-GEN-EMP-QPMDPO) – Defines the APC organization's direction & quality policy. It includes the mission, vision, and values of the school. This section further incorporates the APC strategic and operational objectives and goals, which are synonymous with the long- and short-term objectives and goals of the school.

- **APC Quality Management System** (4.0 OPE-GEN-EMP-QPMQMS) – Defines APC's activities and all documentation necessary to ensure effective implementation of its QMS. This section also includes the mandatory procedures specific to documentation requirements: Control of Documents (4.2.3 OPE-GEN-EMP-QPMCTRLDOC), and Control of Records (4.2.4 OPE-GEN-EMP-QPMCTRLREC).

- **Management Responsibility** (5.0 OPE-GEN-EMP-QPMMGT) – States commitment of APC management to customers and the QMS, with the appointment of a QMR. This section further defines policies on management's leadership involvement in the planning and regular review for improvement of the QMS.

- **Resource Management** (6.0 OPE-GEN-EMP-QPMRES) – Covers the allocation of resources and the training and development of human resources to perform their tasks and responsibilities effectively. This section also includes policies for the maintenance of related and relevant records. It further includes the management policies as regards infrastructure and work environment in APC.

- **Product Realization** (7.0 OPE-GEN-EMP-QPMPROD) – Presents the APC business process (management, core, and enabling processes), key processes, and measures of the effectiveness of each in the delivery of quality services to customers. It also discusses processes related to customers, as well as to service provision. Lastly, it highlights exclusions from the ISO 9001:2008 standards, which do not apply to the APC business process.

- **Measurement, Analysis, and Improvement** (8.0 OPE-GEN-EMP-QPMMAI) – Discusses commitment of APC to customer satisfaction, internal quality audit (8.2.2 OPE-GENEMP-QPMIQAUDIT), monitoring & measurement of service, control of nonconforming product (8.3 OPE-GEN-EMP-QPMCTRLNCP), analysis of data, as well as establishing improvement processes for corrective (8.5.2 OPE-GEN-EMP-QPMCORACT) and preventive (8.5.3 OPE-GEN-EMP-QPMPREVACT) actions, and continual improvement of its QMS.

- **Appendices** – This section contains documents pertinent to the development and implementation of this QPM.

**FORMAT**

Every page of this QPM has a standard header format, as seen at the top of each page, to indicate that this is an official QPM document. Refer to the APC QMS Procedures Manual 0.2 OPE-IPO-EMP-PMDOCGUID for more details.

The QPM is intended as a guide for current and new employees of APC, to ensure standard procedures are followed as regards management, core, and enabling processes. Guiding policies or guidelines, as well as the forms used in implementation, support each process. Electronic access (viewing only) to the manual is made available to all employees.

## 1.4    DEFINITION OF TERMS

This section lists the words or terms used in the QPM and PM that are specific to APC's processes and the other terms used in

- APC Quality Policy Manual (APC-QPM) – a document that outlines the policies, rules, guidelines, and procedures of the organization.
- Process Owner (PO)
- Quality Management Representative (QMR)
- Central Document Controller (CDC)
- ISO 9001:2008

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