



Republic of the Philippines  
**Tourism Infrastructure & Enterprise Zone Authority**

**MEMORANDUM**

**FOR :** ALL SECTOR HEADS  
ALL DEPARTMENT MANAGERS  
ALL Process Owners

**FROM :** The Quality Management Representative

**SUBJECT :** **UPDATING OF ALL WORK INSTRUCTIONS (WI)**

**DATE :** 1 June 2021

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In line with our **ISO 9001:2015 Quality Management System** re-certification this November 2021, may we request all process-owners *to revisit and to review* all processes and system, particularly those in your current Work Instructions (WI), to determine if they are still relevant and actually being performed in the delivery of quality service/s.

If there are new processes that are implemented like automation/digitalization, the corresponding work instruction must be formulated, reviewed, and approved, and to be included in your manual.

It should be noted that most of our Work Instructions (WI) were done more than five (5) years ago.

In doing so, you are expected to implement the following:

1. Review and discuss each work instruction. Determine if it is still applicable, relevant or needs to be revised and updated.
2. If the current WI doesn't need to be updated or revised, provide documentary evidence/s that a review was conducted (i.e. minutes of meeting) and indicate the reason/s why an update is not necessary.
3. All WI revisions must be prepared, reviewed and approved in accordance with our QMS policy on document management and control (TIEZA.QM.03, COPD.QP.01, and COPD.WI.01).
4. All revised WI must be submitted to the Documents Control Team as soon as possible.

We enjoin you to start on this and complete your revised Work Instructions on or before Thursday, 15 July 2021.

For your prompt action. Thank you.

  
JETRON NICOLAS F. LOZADA

