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SECTION	USER'S GUIDE	EFFECTIVITY DATE	01 July 2023
SUBJECT	FOREWORD		

Committed to providing excellent services to the public, DOST-IX started to adopt Quality Management in the delivery of its services in 2007. This initiative is pursuant to Executive Order No. 605, s. 2007, which directs all government agencies to adopt the ISO 9001:2000 Quality Management System as part of a government-wide quality management program. In 2008, Certification International Philippines, Incorporated (CIPI) certified DOST-IX with ISO 9001:2000, making it the first DOST Regional Office in the country to implement a Quality Management System (QMS) that conforms to the international standards. This certification covered the following business processes: (1) Provision of Technology Transfer Services; (2) Science and Technology (S&T) Promotion; (3) S&T Information Dissemination; and (4) S&T Scholarships.

The ISO certification has significantly improved DOST-IX's performance, leading to increased customer loyalty and establishing it as a reliable service provider. This success prompted the organization to sustain the adoption of QMS standards, transitioning to the ISO 9001:2008 version in February 2010.

The QMS has played a pivotal role in fulfilling DOST-IX's mandate for nearly a decade. It has streamlined the implementation, documentation, and monitoring of programs and projects by providing clear procedures as required by the standards.

It is for this reason that DOST-IX in 2017 resolved to restructure, implement, and further progress its quality management system to conform to the requirements of the of ISO 9001:2015 version for the implementation of its *administrative* and technical operations.

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