

DEPARTMENT OF SCIENCE AND TECHNOLOGY  
DOST Regional Office No. IX

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## QUALITY MANUAL

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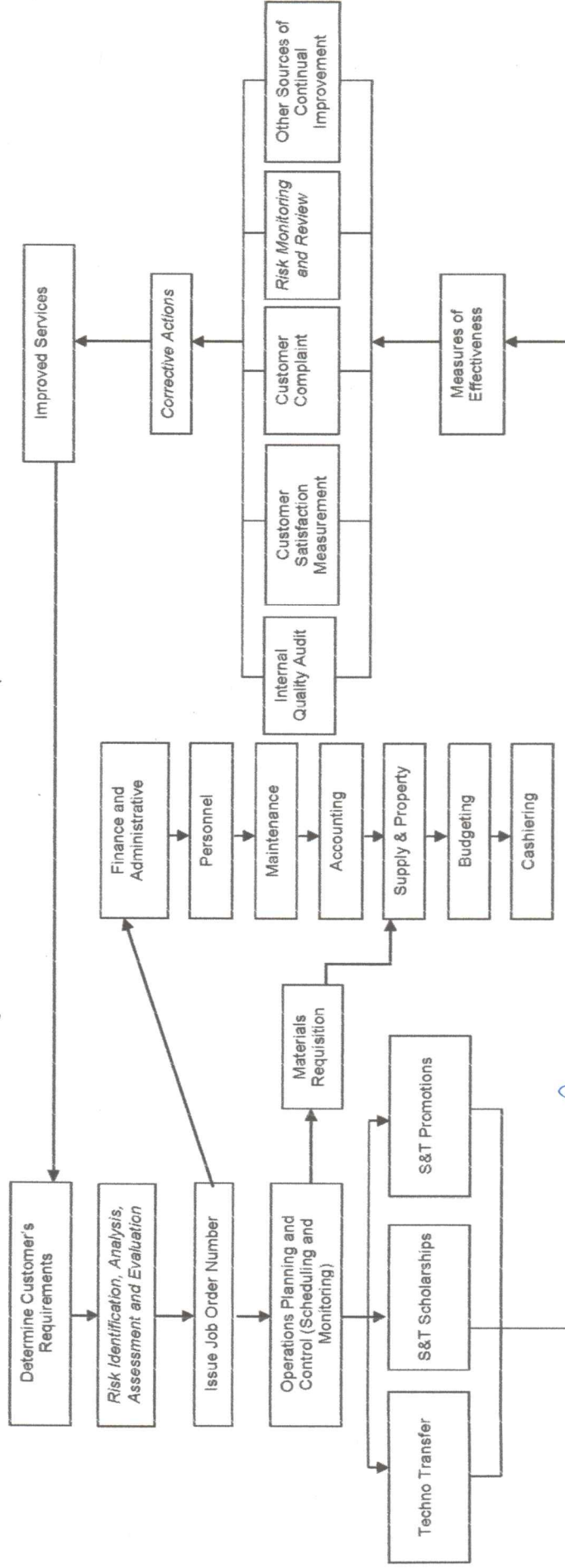
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EFFECTIVITY DATE  
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SECTION  
COMPANY PROFILE

## SUBJECT QUALITY MANAGEMENT SYSTEM PROCESSES

The Quality Management System of DOST Regional Office No. IX covers the following major processes: (1) determining customer requirements; (2) planning and managing the different activities aimed at meeting the requirements and expectations of its customers; and (3) conducting evaluation and improvement activities to enhance customer satisfaction. The diagram below illustrates the basic QMS processes:



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