**QUALITY MANAGEMENT SYSTEM
OF THE
NATIONAL PRINTING OFFICE**

REVISION HISTORY

Version Number	Originator	Details of Revision	Approval Date	Effectivity Date
0	**Arnel M. Romero** IQA, Assistant Team Leader	Original Issue	March 16, 2021	March 16, 2021
1	**Arnel M. Romero** IQA, Assistant Team Leader	Revised Issue	October 1, 2021	October 1, 2021
2	**Dr. Roxanne C. Iglesia** Chairperson, Editorial Board Review Committee	• Revised the NPO Organizational Chart • Transferred HRM, Legal and ITU to the Administrative Division) • Revised the Functional Description of the Office of the Superintendent • Revised the Functional Description of the Administrative Division • Revised the NPO Process Map • Quality Policy Approved by the current Director IV	February 17, 2023	February 17, 2023
3	**Michelle F. Japson**	• NPO Quality Policy • Transferred the Legal and Information Technology Unit to the Director's Office	January 30, 2024	January 30, 2024

Reviewed by:	Recommended by:	Approved by:
LETHELYN C. SAMOSA QMS Leader	**LETHELYN C. SAMOSA** QMS Leader	**RENATO P. ACOSTA** Director IV Date: JAN 3 0 2024

This document is an UNCONTROLLED COPY unless stamped as CONTROLLED COPY duly signed by the QMS Leader.

TABLE OF CONTENTS

I. INTRODUCTION

The National Printing Office, as the National Government's premier printing agency, aims to provide the highest quality printing services to its clientele. Guided by its core values of Integrity, Courage and Unity, it endeavors to provide quality services through an accessible, customer friendly and responsive service following the International Standard Organization to be at par or even better than that of its counterparts in the private sector.

1. The Quality Management System (QMS) Manual is envisioned to simplify and further improve NPO's operations and elevate the quality of service being delivered by its officials and personnel as a whole in the service of the Filipino nation.

   The QMS Manual will provide information on the various system adaptations undertaken by the NPO in order to conform with its Citizen's charter, principles of transparency and accountability.

   The QMS Manual also defines and clarifies policies, systems, and procedures adopted, implemented and continually improves the Quality Management System as a whole.

2. The QMS Manual, together with its associated documents mentioned hereto, aims to:

   2.1. Describe the basic elements of NPO's Quality Management System and to serve as references for its implementation and continued improvement.

   2.2. Inform NPO's internal and external stakeholders of the agency's QMS and enable them to participate and observe the quality system that is being implemented at NPO;

The QMS Manual is intended to guide in the implementation of operational processes of the **NATIONAL PRINTING OFFICE.**

II. THE QMS CORE TEAM

1. **The QMS Core Team** is established to harmonize the different functional units of the National Printing Office, leads activities to enhance agency-wide QMS knowledge. They shall act as the focal point persons to undertake the QMS ISO 9001:2015 Certification Process. It shall be composed of sub-groups with the corresponding roles and functions as follows:

   1.1. QMS Leader - oversee the documentation, direction, implementation, and monitoring of all activities relative to the QMS ISO 9001:2015 Certification.

   1.2. QMS Secretariat - provides administrative and technical support to the QMS Team Leader and the QMS Core Team.

   1.3. QMS Documentation Team - leads in documenting the different manuscripts including the final development of the QMS Manual, QMS Procedures, and Procedures Manual.

   1.4. QMS Planning Team - plans all related activities in accordance with the requirements of the QMS ISO 9001:2015 Certification.

   1.5. QMS Training and Advocacy Team - shall lead in cascading the QMS Manual, QMS Procedures Manual throughout NPO.

   1.6. QMS Quality Workplace Team - lead in implementing the 5S Good Housekeeping Principles, and monitoring adherence thereto.

   1.7. QMS Internal Quality Audit Team - plan, conduct, and monitor the conduct of the Internal Quality Audit.

2. **The NPO Top Management**, headed by the Director IV and assisted by the Director III constituted the Agency's Executive Officers, shall be the final authority to approve all QMS documents and policy issuances relative to undertaking the ISO 9001:2015 certification process, and shall provide guidance and direction in the establishment, implementation and monitoring of the QMS.

III. SCOPE AND EXCLUSION

1. Scope

The scope of NPO's QMS is: **"Printing of Official Ballots, Public Documents and Official Forms, Security Printing, Publication of the Official Gazette, Sales and Distribution, and production of government communications"**.

The QMS covers the 3 main groups of the printing process which are the following: a) Pre-Press, b) Press, and Post Press. All support groups contributing to the efficient operation of NPO are also included in the QMS.

2. Exclusion.

Clause 8.3 – "Design and Development" of ISO 9001:2015 is not applicable to the Quality Management System of NPO.

NPO does not perform design and development of its printed products. The products/ materials printed by NPO are all pre-designed government accountable forms, standard forms, Official Gazette, Official Ballots and election paraphernalia designed by government offices such as the Bureau of Internal Revenue, Department of Finance, Commission on Elections, etc.

NPO printing services exclusively caters to the Local and National Government Offices, as well as Government Owned and Controlled Corporations.

3. Custodianship and Distribution.

The duly approved and signed copy of the NPO QMS Manual shall be under the custodianship of the QMS Leader.

The QMS Leader shall provide printed copies of the approved QMS Manual to all authorized copyholders as identified in the Office Order or Memorandum issued for the purpose. Request for copies of the QMS Manual shall be addressed to the QMS Leader with the approval of the Head of the Agency.

The QMS Leader shall be responsible for updating the QMS Manual and to incorporate all amendments as recommended and endorsed by the QMS Core Team that are duly approved by the Head of Agency. The QMS Leader, through the Director IV, shall likewise advise all concerned divisions or offices through a memorandum of all approved amendment.

IV. AGENCY PROFILE

1. Brief History

On November 7, 1901, Governor William Howard Taft, with the assistance of Frank W. Palmer, established the Bureau of Public Printing, the Philippines first public printing office established under Act No. 296 of the Philippine Commission. Patterned after the Government Printing Office in Washington, USA, it was headed by Mr. John Sylvannus Leech who was later designated as Director of Printing.

By authority of Act No. 1407, it became the Bureau of Printing with two distinctive components as envisioned by Director Leech – One, as an industrial plant to provide all the printing and binding needs of the government, and Two, as a school for printing to provide systematic instruction and training for Filipino apprentices which became the foundation of the Apprenticeship Program of the Bureau of Printing.

In 1916, after Jones Law was enacted by the US Congress, the Bureau of Printing was handed over to the Philippine Government with Mr. Pablo Lucas appointed as its 1st Director of Printing.

After having its assets and machinery destroyed by the ravages of World War II, and totally razed by a fire of unknown origins, the National Printing Office (NPO), a merger of the then Government Printing Office and the printing arm of Philippine Information Agency finally moved to its present location at EDSA corner NIA North Road, Diliman, Quezon City.

The National Printing Office, having been placed under different departments of the National Government, was finally placed under the Office of the Press Secretary, now known as Presidential Communications Office (PCO).

2. Mandate

The National Printing Office is the primary and main provider of printing services to national, provincial, city and municipal governments and agencies including government corporations, as mandated by law as provided by Memorandum Circular No. 180, s. 2009, amending Executive Order 285, s. 1987 and Executive Order No. 378, s. 2004.

Likewise, under Government Procurement Policy Board (GPPB) Resolution No. 05-2010, it is a Recognized Government Printer (RGP) having jurisdiction to print Accountable Forms and Sensitive High Quality or Volume requirements of national government, its branches, constitutional offices, departments, bureaus, offices, agencies, and instrumentalities, including state universities and colleges, government owned/controlled corporations, government financial institutions, and local government units.

It is further tasked to print official ballots and election paraphernalia, including statement of votes, certificates of canvass, and paper seals, which is covered by Section 184 of Batas Pambansa Blg. 881, otherwise known as the Omnibus Election Code of the Philippines and Section 13 of RA 9369.

It retains exclusive printing jurisdiction over public documents such as the Official Gazette, General Appropriations Act, Philippine Reports, and development information materials of the Philippine Information Agency and may also accept other government printing jobs, including government publications, aside from those enumerated above, but not in an exclusive basis.

3. Vision

To be the premier Government recognized printer, manned by a dynamic group of people who are committed towards the satisfaction of the printing needs of the National and Local government, as well as Government Owned and Controlled Corporations.

4. Mission

4.1 Satisfaction of Client's demands on security, timeliness, quality, and rates.

4.2 Deliver annual substantial returns on investment to the government coffers.

4.3 Generate profits for its own sustainability in order to contribute to the Treasury.

4.4 Support the information dissemination program of the Presidential Communications Office (PCO).

5. Core Values

5.1 Integrity

As one of the Recognized Government Printers of the Republic of the Philippines, NPO is mandated to provide printing services to government agencies and instrumentalities. Classified as a vital installation, NPO requires from its personnel the highest degree, not only of excellence, but of integrity.

It believes that integrity is the foundation of the highest workmanship in printing and distribution of various Accountable Forms, Information Materials from the Office of the President, Official Ballots, and other Election Paraphernalia, among others.

It is this unique character that propels the NPO in maintaining the highest commitment to its mandate to serve the Filipino and the Nation.

We are Men and Women of **INTEGRITY**.

5.2 **Courage**

From NPO's simple beginnings as Bureau of Printing, NPO has always been firm in the direction of its Founders – to courageously follow the path set by its Vision, Mission, and Goals no matter the challenges encountered along the way.

It has remained faithful and steadfast to its mandate despite World War II and many other struggles.

We are Men and Women of **COURAGE**.

5.3 **Unity**

Printing is Team Work. It is in the blood of all who works at the NPO. We, the NPO, are continuously working together, as a Team. The printing process may be compared to a puzzle of so many parts that each must play its share of effort or we face failure. It is the unity of purpose that serves to bind the organization and all its members into a one cohesive machine.

This is our duty and our commitment for excellence and quality printing.

We are Men and Women with **UNITY**.

We are the National Printing Office, One NPO! Our NPO!

V. NPO QUALITY POLICY

The NPO Management adheres to the Quality Policy (See Annex A) that ensures the total and complete satisfaction of its clients and other interested parties in regards to the quality of printing and publication services it is rendering, while complying with all established statutory and regulatory requirements. This policy must be communicated and disseminated widely to ensure that it is fully understood and adhered to in all levels of the organization, and will be reviewed and amended as needed, but not limited to, Internal Quality Audits, Management Reviews and during Management Committee (MANCOM) meetings.

The NPO Management is responsible for ensuring that the Quality Policy is along the line of its mandate and provides the framework for establishing and reviewing quality objectives & goals. This Quality Policy shall be reviewed periodically to ensure sustained suitability to the NPO mandate and directions, including vis-à-vis the requirements and needs of its clients.

VI. NPO QUALITY OBJECTIVES

The National Printing Office is committed to deliver on its Vision, Mission, and Mandate, as expressed in the Six-Point Agenda, by closely observing the following quality objectives.

1. To make available to the personnel the opportunities for professional growth and development, thus empowering them to seek the right career path to take.

2. To consistently provide products and services that meet customer and applicable statutory and regulatory requirements.

3. To facilitate opportunities to enhance customer satisfaction.

4. To address identified risks and opportunities associated with internal operations and processes.

5. To be able to consistently apply conformity to specified Quality Management System requirements, as stated in this QMS Manual.

VII. ORGANIZATIONAL STRUCTURE

1. Organizational Chart

```
                    OFFICE OF THE
                       DIRECTOR
                          |
                    OFFICE OF THE
                      ASSISTANT
                       DIRECTOR
                          |
         _____
        |                                            |
   OFFICE OF                                          |
 SUPERINTENDENT                                       |
 AND ASSISTANT                                        |
 SUPERINTENDENT                                       |
        |                                             |
 _____    _____
 |      |      |      |      |        |      |          |            |
PRODUCTION COMPOSING PHOTO- PRESS FINISHING SALES AND  ADMINISTRATIVE FINANCIAL ENGINEERING
PLANNING   DIVISION  LITHO-  DIV.  DIVISION MARKETING  DIVISION     MANAGEMENT DIVISION
AND CONTROL         GRAPHIC              DIVISION                   DIVISION
DIVISION            DIVISION
```

2. Functional Description.

The National Printing Office operates within the organizational direction of its Director, and with full capacity of the different divisions under its guidance and management as outlined below:

Office of the Director.

- As Head of Agency, the Director IV provides policy direction, control and supervision in the execution of all programs, activities and projects of the National Printing Office.
- Oversees Information Technology Unit and Legal Unit.

Office of the Assistant Director.

- As the second ranking permanent office of the Agency, assists the Director in all his functions and performs such other duties and responsibilities as the Director may assign from time to time.

Office of the Superintendent.

- In-charge of the technical supervision & control over all work operations of the different technical divisions of the office through lineal coordination and synchronization of their activities for the purpose of facilitating effective, efficient and economical utilization of physical, natural and human resources. Thus, integrating scientific and professional work into organizational development.
- Confers with the Director on matters affecting policy execution and implementation, objectives, programs for operational development, and other courses of action.

Office of the Assistant Superintendent.

- Assists the Superintendent of Printing in coordinating technological activities of technical divisions; institutes effective teamwork and internal communications for enhanced operations.

Administrative Division.

- Responsible for providing the office with services relating to payrolls, maintenance of centralized records, and general utility including messengerial services.
- Handles activities relating to credit and collection of accounts due from requisitioning office, including checking, rejecting or approving and receiving, incoming deliveries equipment, paper supplies and materials and controls the issuance thereof.
- Performs cashiering and disbursement activities.
- Handles Human Resource Management.

Financial Management Division.

- Responsible for the preparation of agency budget estimates, execution and accountability phases and reviews the agency activities and programs.

- Determines and evaluate the agency's financial requirements, and prepares other related allied work such as preparation of monthly report of income and operations.

- Conducts studies and formulates recommendations on office organization, systems, methods and procedures and assists in the implementation.

- Reviews internal control system for safeguarding money and property to ascertain weaknesses and deficiencies.

- Provides accounting services to personnel and operating units of the agency.

- Maintains a system of control for expenditures and allotment.

- It performs other services to the agency, such as but not limited to:

    1. Providing financial consultation and advices.

    2. Conducting cost study in general.

    3. Maintaining books of accounts and prepares, submits and analyzes financial statement for agency management.

    4. Preparing billing of all sales of the agency.

Production Planning and Control Division.

- Assist and coordinate the printing requirements of the Agency's clientele.

- Receives printing and binding jobs from requisitioning parties.

- Makes cost estimates, work instructions, and schedule printing orders, and administers production control system in accordance with the plans and schedule of the target completion.

- Checks the quality of finished products as to specifications, requirements, and standards evaluation and appraisal of finished products to determine whether they conformed with the specification requirements and standards.

- With the aid of research studies, formulates and establishes system of quality management scheme like introduction of the use of the latest quality materials.

- Raw materials control for incoming printing jobs/request.

Composing Division.

- Undertakes the publication of Presidential Executive and Administrative Orders, Proclamation Orders, Republic Acts, Supreme Court and Court of Appeals decisions, Department orders/resolutions, Reconstitution of Land Titles, Naturalization cases, Lease/ Sale of Public Lands in the Official Gazette on a weekly issues including Supplement if needed be.

- Does the composition from the manuscripts or soft copy materials through the Computerized Typesetting Group into electronic data using InDesign software to produce page layout in double up format.

- Proofreads and revises the bookwork page proof as to completeness and correctness with the manuscripts for camera ready material either in hard/soft copy to Photo-lithographic Division for electronic imposition and platemaking or directly submits the final approved page layout to Press Division if digital printing is required.

- Makes the production and reproduction of Job works layout of all Standard and Accountable forms, Specialized/Personalized forms including Official Ballots and other related Election Paraphernalia using either computer Graphic Illustrations or InDesign software.

- Press proofing and revising of the Job works layout in conformity with the job specifications as well as proofing/revising of the first print out/trial sheet (Dummy) in conformance with the approved proof print/blue print and orders the production run of Press Division.

Photo -Lithographic Division.

- Provides layout/make plates (plastic polymer plates), imposition/page layout (Official Gazette) in a different sizes in accordance with machines size/model in the Press Division to print various jobs per Work Order Envelope instructions.

Press Division.

- Undertakes all printing works either through letterpress, offset and digital process of text and numberings, perforations of all government accountable and standard forms, publication of the Official Gazette, Official Ballots and other election paraphernalia including special projects like confidential information materials (brochures) for the President's State Visits.

- The Division also handles paper cutting, trimming to appropriate sizes depending on the requirements of every Work Order Envelope for our printing machines for delivery either to the Finishing Division or Sales and Marketing Division (SMD).
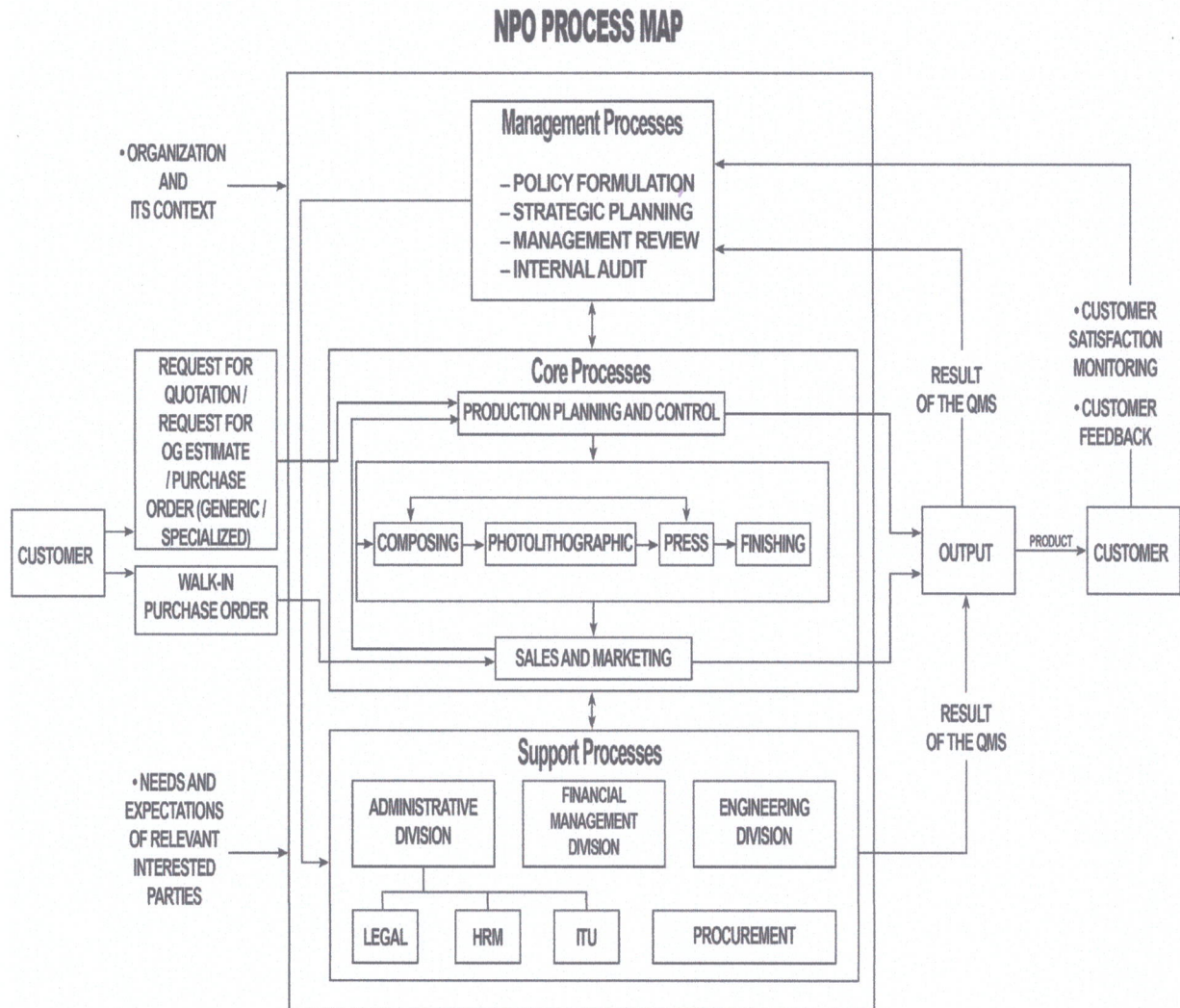
Finishing Division.

- Post-press is a crucial part of any printing process and it takes place after the actual printing. It helps in determining the final look, size and quality of the printed products.

- Post-press consists of several sub processes that are implemented depending upon the type of form and the job being handled. In the case of generic accountable forms, we are adopting several procedures in all padded forms;

- This procedure cover activities from gathering to stitching before it will go to verification procedures. All generic non-accountable forms are basically in gummed padded or in book forms. The quantity produced and job performed for every process is determined through daily time ticket for each individual.

Sales & Marketing Division.

- In-charge with the functions of hauling, storage, sales, shipment, distribution and marketing of standard government and accountable forms, public documents, weekly official gazettes and other printed matters needed by the National and Local government as well as government owned and controlled corporations.

VIII. PROCESS MAP

NPO PROCESS MAP

The **NATIONAL PRINTING OFFICE's** high-level process map is divided into Three (3) groups of processes, namely:

1. **Management Processes** – refers to the processes needed in the overall governance, control and supervision of the assets and operations of the organization in order for it to achieve its core function.

2. **Core Processes** – refers to the important steps needed to realize the planned activities in performing printing and publication services, thereby allowing the National Printing Office to deliver the intended output of the printing operations.

3. **Support Processes** - those that are needed to manage the resources necessary to ensure the effective and efficient performance of the Core Processes.

The NPO used process mapping to be able to visually describe the flow of work and show the series of events that occur in the different processes in order to render an excellent quality service to our consumers.

The sequence and interaction of these processes are described in the NPO Process Map Model. The NPO process map model illustrates the linkages among the three (3) aforementioned processes. The model shows that the customers (clients) and the different divisions involved in the core process play a significant role in defining the printing needs and requirements of the clients, and the kind of service that NPO provides. The NPO, therefore, must achieve full satisfaction of customers' and clients' needs and expectations before it can claim excellent service.

Monitoring customer satisfaction is achieved thru feed-back from clients and the use of customer survey form, which requires evaluation of information gathered in regard to client perception and degree of satisfaction to the printing services and products that NPO has provided, whether NPO has met the customers' need and expectations.

1. MANAGEMENT PROCESSES.

The National Printing Office's (NPO's) Management Processes, is headed by the Director. Assisting him are the Assistant Director, Technical and Support Divisions Chiefs in formulating goals, policies, and plan, as well as in organizing and leading the agency while complying and adhering with applicable laws, regulations, policies and standards, as the NPO fulfills its mandate. They also help formulate and recommend new guidelines and procedures, as well as review and submit subsequent amendments concerning the different processes of the agency.

The NPO Director provides for and approves all-encompassing guidelines and procedures of the agency. It is incumbent upon the Director, NPO, his staff officers and Division Chiefs to consider the mandates and legal frameworks from different national agencies in drafting and implementing policies, strategies and approaches to ensure relevance and responsiveness.

The NPO's Corporate Planning and Development is anchored on the goal of providing quality public service and ensuring client satisfaction. Planning plays an important part of the NPO as a national government agency. It provides the framework to ensure that all NPO employees are continuously working to achieve the goals and are able to utilize scarce resources. Through this process, identifying the possible bottlenecks and risks in achieving the desired goals are carefully scrutinized while developing an efficient and time-bounded response that will facilitate in improving customer satisfaction.

1.1 Management Review.

Management Review is a routine process of evaluation whether management systems are performing as intended and producing the desired results as efficiently as possible. It is important to ensure that systems remain focused on the direction of the business, are improved to reflect changes that have occurred in the company's context and to take advantage of opportunities while fully addressing the risks identified.

The management review process requires Top Management to periodically review the Quality Management System to ensure its continuing suitability, adequacy, and effectiveness while addressing the possible need for changes to quality policy, objectives, targets and other elements of the QMS. It involves assessing the need to make changes and keep a record of the actions to be taken.

1.2 Internal Quality Audit.

Internal Quality Audit is the independent appraisal function established by management to conduct a systemic and documented process of acquiring evidence and evaluating it objectively to determine the extent where criteria are fulfilled.

It aims to evaluate not only the agency's internal controls and procedures, but is also focused on evaluating compliance to Quality Management System and ISO Standards.

2. CORE PROCESSES.

The NPO's Core Processes involve the inter-related system of operations, from receipt of client request for publication or printing up to its product delivery.

These processes begin when a client agency or entity transacts in the NPO's One-Stop-Shop where the personnel from NPO Records, Official Gazette, Cost Estimate and Sales are represented to assist with the clients' needs and requirements for various government, customized and/or specialized forms and other publication.

The request for printing/publication will be carefully planned and controlled, including computing the overhead and manufacturing cost to determine the selling price. After planning comes the pre-press process where layout and press proof copy are being prepared, proofread and finalized prior to having the same ready for production/press works.

Consequently, it is in the press process wherein various machines are utilized in the printing production or publication of the approved layout and press proof in conformity with the specifications stated in the work order prepared during planning activities.

Subsequently, after press works is the post-press activities where finishing touches such as gathering, quality control by means of verifying, and bookbinding works are made.

Lastly, the finished goods are delivered to the Sales and Marketing Division for merchandise, storekeeping and distribution to the client agencies/entities.

3. SUPPORT PROCESSES.

Composed of the agency's interrelated processes of the divisions and sections that provide the necessary support for the successful conduct and operation of the core functions of the agency. The support processes help ensure the timely delivery of the products requested by the client.

The support processes also include outsourced services and delivery of products to its clientele. These processes are established to facilitate the agency's compliance to all government policies and regulations, including, but not limited to, administration, financial management, management of human-capital, and both in-house and/or outsourced physical & technical assistance – all of which are designed to attain efficient and effective delivery of services.

QUALITY POLICY

The National Printing Office **shall continue to be the leading government printing institution.**

We are committed to provide highly secured quality printing products, services and publication.

We shall adhere to all legal, statutory and other relevant printing requirements; exceed expectations of our stakeholders, and to continually improve the effectiveness of our quality management system.

Approved by:

RENATO P. ACOSTA
Director IV

Document Code: NPO-QMS-QP-001-24   Version No. 3   Effectivity Date: January 30, 2024

Annex A