



## Procedure 12

### MONITORING AND MEASUREMENT

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## 1.0 OBJECTIVES

- 1.1 To measure performance of the QMS, its ability to meet concessionaires' satisfaction and be able to determine where continual improvements can be made.

## 2.0 SCOPE

This procedure defines the sources of data, the method and frequency of collection, analysis and reporting including the responsibilities and authorities.

## 3.0 REFERENCES

- 3.1 ISO 9001:2015 Section 9-9.1.3  
3.2 Procedure for Management Review  
3.3 Procedure for Complaint and Grievance

## 4.0 RESPONSIBILITIES AND AUTHORITIES

ISO Coordinator, DCO, General Manager

## 5.0 PROCESS

### 5.1 Sources of Data

a. SMWD analyses and evaluate appropriate data and information arising from monitoring and measurement. The results of analysis shall be used to evaluate:

1. Conformity of products and services;
2. The degree of customer satisfaction;
3. The performance and effectiveness of the quality management system;
4. If planning has been implemented effectively;
5. The effectiveness of actions taken to address risks and opportunities;
6. The performance of external providers;
7. The need for improvements to the quality management system.