



Republic of the Philippines  
**DEPARTMENT OF ENERGY**  
(Kagawaran ng Enerhiya)

DEPARTMENT ORDER NO. DO2023-01-0006

**STRENGTHENING THE IMPLEMENTATION OF THE  
ISO 9001:2015 QUALITY MANAGEMENT SYSTEM STANDARD CERTIFICATION  
OF THE DEPARTMENT OF ENERGY**

**WHEREAS**, Republic Act (RA) No. 7638, as amended, or the Department of Energy (DOE) Act of 1992, declares the policy of the State to ensure a continuous, adequate, and economic supply of energy with the end in view of ultimately achieving self-reliance in the country's energy requirements;

**WHEREAS**, Executive Order (EO) No. 605, series of 2007 titled "*Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program, Amending for the Purpose Administrative Order No. 161, s. 2006*", was issued to adopt the International Organization for Standardization (ISO) 9001:2000 Quality Management System (QMS) as part of the implementation of a government-wide quality management program, and create a Government Quality Management Committee (GQMC) to formulate policies and oversee the implementation of the Government Quality Management Committee Program (GQMP) that aims to:

- a. promote and enhance public sector performance through the adoption of ISO 9001:2000 QMS in all agencies of government;
- b. develop an institutional infrastructure that shall provide certification with international accreditation;
- c. establish the citizens' charter of key government offices that shall be provided to the transacting public as government's manifestation of service guarantee; and
- d. recognize citizen-driven government organizations that have attained ISO 9001:2000 certification for other government agencies to emulate;

**WHEREAS**, ISO 9001:2000 has transitioned to ISO 9001:2015 where changes intend to ensure that ISO 9001 continues to adapt to the changing environments in which organizations operate;

**WHEREAS**, to ensure compliance with the requirements of the GQMC, the DOE issued Department Order No. DO2018-03-0011 creating the ISO QMS Task Force to facilitate the certification of the Department's frontline services to ensure that Filipino citizens greatly benefit in the process and system improvement initiatives of the government;

**WHEREAS**, there is a need to strengthen the implementation of the DOE QMS to pursue its commitment to continually improve the suitability, adequacy and effectiveness of the QMS, consider the results of the analysis and evaluation, and the outputs from the Management Review, to determine if there are needs or opportunities stated under Clause 10.3 of ISO 9001:2015 Standard;

**WHEREAS**, Administrative Order No. 25, s. 2011 was issued to prescribe the criteria and conditions for the grant of the Performance-Based Bonus (PBB) for previous fiscal years (FYs) thereon, wherein ISO QMS Certification could serve as evidence for compliance as one of the criteria;

**NOW, THEREFORE**, in consideration of the foregoing premises, this Department Order is hereby issued, adopted and promulgated to strengthen the implementation of the DOE's ISO QMS Certification.

**Section 1. Institutionalization of the QMS Team.** To oversee the overall management of the DOE QMS, the QMS Team is hereby institutionalized.

**Section 2. Organization and Composition of the QMS Team.** The QMS Team shall be composed of the following:

QMS Head	:	Representative from Executive/Management Committee
QMS Deputy Head	:	Representative from Executive/Management Committee
QMS Core Team	:	Heads of Bureaus/Services/Offices with Certified Process or for Certification
QMS Point Person	:	Process Owner of Certified Process or for Certification

The members of the QMS Team must have undergone appropriate training in the implementation of ISO 9001:2015.

**Section 3. Responsibilities of the QMS Team.** The QMS Team shall ensure the effective implementation, maintenance, continual improvement and conformity of the DOE QMS with the ISO 9001:2015 Standard requirements. Specifically, its responsibilities shall include the following:

***QMS Head***

- a. Oversees the overall management of the DOE QMS;
- b. Ensures that the processes needed are established, implemented, maintained and continually improved;
- c. Provides feedback/update to the DOE Secretary on the status of the QMS performance;
- d. Ensures that the QMS conforms with ISO 9001:2015 Standard requirements;
- e. Ensures that the quality policy and objectives are periodically reviewed and updated as necessary for continuing suitability among DOE employees;
- f. Coordinates with external parties on matters relating to ISO and the QMS;
- g. Leads the promotion of awareness among DOE employees regarding the importance of meeting customer requirements and other statutory and regulatory standards of service;
- h. Communicates the importance of meeting customer requirements and other statutory and regulatory standards of service;
- i. Ensures that all employees are knowledgeable of and adhere to the quality policy, objectives and procedures relevant to their work;
- j. Monitors the implementation and effectiveness of the necessary correction, corrective and preventive actions to address the opportunities for improvement, non-conformities and potential non-conformities; and
- k. Ensures the availability of resources necessary to implement and continually improve the DOE QMS.

***QMS Deputy Head and QMS Core Team***

- a. Ensure the effective planning, implementation, maintenance and continual improvement, monitoring and evaluation of the DOE QMS;
- b. Assist the QMS Head in performing all of his/her duties and responsibilities;

- c. Initiate and coordinate the QMS related activities in all units of the DOE;
- d. Assume the delegated responsibilities of the QMS Head in his/her absence.
- e. Ensure and supervise the conduct of regular Management Review;
- f. Ensure implementation of relevant activities of the ISO 9001:2015 Certification;
- g. Provide policy support for the implementation of quality systems and procedures adopted by DOE;
- h. Ensure that the work plan is completed within the agreed duration;
- i. Ensure active participation of their respective representatives in all training courses and other activities necessary in the course of the work plan;
- j. Review the necessary documented information, including specific QMS-related forms and tools and make the necessary revisions to ensure their alignment to the ISO 9001:2015 Standard;
- k. Map the systems and processes of their respective Bureaus/Services/Field Offices in relation to the defined scope of the ISO 9001:2015 Standard;
- l. Participate in the walkthrough audit of their respective Bureaus/Services/ Field Offices within the defined scope and requirements of ISO 9001:2015 Standard; and
- m. Perform other responsibilities related to the QMS work plan as may be assigned by the DOE Secretary.

#### **QMS Point Person**

- a. Management System Planning and Documentation
  - i. Map the processes of the unit in relation to the defined scope of the management system;
  - ii. Determine the Organization's Context and the Needs and Expectations of Interested Parties;
  - iii. Identify and evaluate Risks Opportunities;
  - iv. Develop Quality Policy, Objectives, Targets, and Programs (OTPs); and
  - v. Prepare and fine-tune Management System Documents and Quality Control Plans.
- b. Assessments
  - i. Plan and prepare for the Internal Audit;
  - ii. Review Internal Audit Results and System Fine-tuning;
  - iii. Conduct Preliminary Assessment (PA); and
  - iv. Review for Certification Audit.
- c. Management System Documentation
  - i. Prepare the QMS Policy Manual;
  - ii. Prepare the Management System Procedures, Work Instruction (if applicable) and associated forms;
  - iii. Prepare the Operational Procedures; and
  - iv. Ensure readiness in the ISO 9001:2015 Certification.

**Section 4. Harmonization with Department Order No. DO2017-02-0001.** Consistent with the requirements of ISO 9001:2015, the results of the activities under this Department Order will be provided to the members of the Performance Management Team (PMT) to align and harmonize results for the continued improvement of the DOE through the following:

- a. Supporting the QMR in ensuring that the QMS achieves its intended results; and
- b. Supporting other relevant management roles to demonstrate leadership as it applies to respective areas of responsibility.

**Section 5. Provision for Support Services.** Consistent with the requirements of ISO 9001:2015 and their respective mandate, the following shall continue to support the implementation of this Department Order including, but not limited to, the determination and provision of resources and services needed in the implementation, maintenance, and continual improvement of the QMS:

- a. Financial Services (FS);
- b. Legal Services (LS);
- c. Administrative Services (AS);
- d. Information Technology Management Services (ITMS); and
- e. Energy Research and Testing Laboratory Services (ERTLS).

**Section 6. Designation of the Internal Audit Division (IAD) as Lead ISO Auditor.** Consistent with the requirements of ISO 9001:2015 and in addition to their existing mandate, the IAD shall have the following responsibilities under this Department Order:

- a. Support the QMS Team in the performance evaluation by monitoring, measuring, analyzing and evaluating for the effectiveness of the QMS;
- b. Monitor customer's perception of the degree to which the needs and expectations of the DOE have been fulfilled;
- c. Analyze and evaluate appropriate data and information arising from monitoring and measurement;
- d. Conduct internal audit at planned intervals to provide information on whether the QMS conforms with the organization's own requirements for its quality management system and international standard and is effectively implemented and maintained;
- e. Plan, establish, implement and maintain an audit program(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration, the importance of the processes concerned changes affecting the organization, and the results of previous audits;
- f. Define the audit criteria and scope for each audit;
- g. Ensure that the results of the audits are reported to relevant management;
- h. Take appropriate corrections and corrective actions without undue delay; and
- i. Retain documented information as evidence of the implementation of the audit programme and the audit results.

**Section 7. Continued Personnel Training and Development.** To ensure the continued improvement of personnel in the implementation of this Department Order, training shall be provided for the following:

- a. Orientation on the implementation and certification requirements of the ISO 9001:2015 Standard, to include discussion of the new requirements relevant to Top Management such as leadership and commitment, quality policy statements, conduct of Management Review, among others;
- b. Appreciation course seminar to provide a better understanding of the establishment/organization implementation and certification requirements of the QMS Standard;
- c. QMS course to provide the QMS Team a better understanding of the documentation requirements of ISO 9001:2015 Standard; and
- d. Effective Internal Quality Management System Auditing to gain knowledge and skills on how to plan, prepare, and conduct an Internal QMS Audit, including report preparation and follow-up audit results.

**Section 8. QMS Certification Plan.** All Bureaus, Services and Offices pursuant to EO 605, shall develop a plan towards the certification of its processes under the DOE's Citizen's Charter.

**Section 9. Logistics and Budgetary Requirements.** Budgetary requirements to support the work plan implementation, including administrative, logistics and personnel support, shall be sourced from the DOE budget, subject to applicable accounting and auditing rules and regulations.


Budgetary requirements to procure a third-party certifying body for the certification and surveillance audits of the established QMS to ISO 9001:2015 shall be sourced from the respective budget allotment of the Bureaus/Services/Field Offices.

**Section 10. Separability Clause.** Should any section or provision of this Department Order be declared invalid or unconstitutional, the other parts or provisions hereof, so far as they are separable, shall remain in force and in effect.

**Section 11. Repealing Clause.** All issuances, rules and regulations or parts thereof which are inconsistent with the provisions of this Department Order are hereby deemed repealed, amended or modified accordingly.

**Section 12. Effectivity.** This Department Order shall take effect immediately upon signing and shall remain in force unless revoked by the undersigned or competent authority.

Issued on 30 January 2023 at the DOE, Energy Center, Rizal Drive cor. 34<sup>th</sup> Street, Bonifacio Global City, Taguig, City.

  
**RAPHAEL P. M. LOTILLA**  
Secretary

