

Understanding The R1MC Implementation Of ISO Quality Management System (QMS)

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One compelling reason why the need to implement a Quality Management System (QMS) at R1MC is to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption (ARTA of 2007)

In addition, a QMS is needed at R1MC to contribute in meeting the new administration's 16-point agenda especially on improving service quality for Filipino citizens and creating conditions conducive to the growth and competitiveness of business organizations.

The legal mandate behind this implementation is stated in AO No. 161 which orders the Institutionalization of Quality Management System in Government. EO 165 on the other hand amends AO 161 by directing the adoption of ISO 9001:2008.


Briefly, ISO came from the greek word "isos" meaning equal. It refers to the International Organization for Standardization which is a worldwide federation of National Standard Bodies from 176 countries. While ISO 9001:2008 is the most recent version of the standard for quality management system which refers to a set of standards that should be fulfilled by an organization to be ISO certified.

To clear some issues on ISO, ISO 9001 is not a product/service quality label, it does not assess or audit quality systems to confirm that they conform to an ISO 9001 standard, it does not issue ISO 9001 certificates nor approve ISO 9001 certificates. Certificates are issued by certification bodies, independent of ISO.

Quality Management Systems (QMS) on the other hand, is set of interrelated or interacting elements that allow the organization to establish its policy and objectives related to quality, and to achieve those objectives.

There are Eight (8) Quality Management Principles (QMP) developed based on the collective experience of management experts from different countries all over the world that represent the ISO Technical Committee 176. According to them, these are the principles necessary in order for the organization to operate an effective and efficient quality management system. The 8 QMP's are client-focused, leadership, involvement of people, process approach, systems approach, continual improvement, factual approach to decision-making and mutually beneficial supplier relationship.

R1MC is now moving towards ISO certification, hopefully by the first quarter of 2013. This will start with a general employees and top management orientation on January 14, 2013. This will be fol



lowed by a five-day intensive workshop on documentation training and implementation. On February 2013 there will be internal quality audit training and implementation. By first week of March 2013, we will be having the actual audit which will be immediately followed by Management Review and Readiness review. And by the end of March 2013, RIMC will already be visited by a certifying body.

For Region I Medical Center to be successful in attaining its goal of being ISO certified by March 2013, we need top management commitment, core team commitment, organization-wide employee participation, cooperation, and support, proper time management and close coordination.

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