



QUALITY MANUAL

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1.0 Introduction

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Message from the DOF Management

This Quality Manual shows how the quality policy, management processes, and objectives at DOF are defined by Top Management and implemented by the staff. This Quality Manual has been crafted according to the specifications given under ISO 9001:2008 Standards. It is a covenant of DOF's aspiration to provide its clientele and stakeholders with quality frontline services at par with global standards without compromising control.

I would like to reiterate what I said during the turnover ceremonies that I want my co-workers in the DOF to do things a "little differently and a little more creatively." Doing things in accordance with the ISO standards is a quantum leap towards efficiency with focus on customer satisfaction with the end objective of eliminating corruption through transparency in the way we do things.

This Quality Manual comes into force henceforth.


CARLOS G. DOMINGUEZ
Secretary



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1.0 Introduction

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INTRODUCTION

The ISO 9001 Standard is adopted and implemented by the DOF as a strategy to attain quality as a way of life and establish continual improvement in the Quality Management System of the DOF.

This Quality Management System Manual provides information on the established DOF-Quality Management System. This document is intended for awareness of personnel in the implementation and sustenance of the established QMS.

Specifically, the Quality Manual describes the interrelation of the different processes and offices in the DOF. It contains the general information, operational policies and procedures of the DOF to fulfil its mandate, vision and mission and provide quality service that exceeds customer expectations and address requirements of the ISO 9001:2008 QMS Standards. Further to this intent, a process map and related operational procedures, with steps undertaken to deliver the management, core and support processes are contained in the manual to serve as guide to process owners and information to readers/customers/stakeholders.



The primacy of the DOF in the system of governance particularly on resource mobilization transcends the various stages of the Philippine history. Its role of providing resources for the government, from the time it was established on April 24, 1897 under the Revolutionary Government, remains to this day and has even been expanded to ensure its effectiveness as a lead agency in the nation's quest for sustained development.

Over the years, the DOF has undergone structural as well as functional transformation because of the changes in its functions. With the passage of the Reorganization Act of 1972, the DOF was converted into a ministry. In 1987 under the Freedom Constitution, the ministries were again converted into departments. The DOF derives its creation and mandate through Executive Order Nos. 127 and 127-A or the Reorganization Acts of the Ministry of Finance and Executive Order No. 292 or the Revised Administrative Code of 1987.

The DOF, at present, continues its major role in the critical tasks of revenue generation, resource mobilization and fiscal management; and steering fiscal programs toward an investment-friendly environment as catalyst for growth. As DOF structure and functions have considerably changed, its responsibilities have significantly widened, encompassing management of cash resources; debt management; development of capital market; monitoring of government corporate sector; improving access of local government units to financing; formulation of credit and savings policy for the marginalized sector of the society; and, enhancement of private sector participation in nation building.

Mandate

It is the policy of the State that the DOF shall be primarily responsible for the sound and efficient financial management of the Government, its subdivisions, agencies and instrumentalities (Executive Order No. 127 series of 1988):

- Formulation, institutionalization and administration of fiscal policies in coordination with other concerned subdivisions, agencies and instrumentalities of the government;



- Generation and management of the financial resources of government ensuring that said resources are generated and managed judiciously and in a manner supportive of development objectives;
- Supervision of the revenue operations of all local government units with the objective of making these entities less dependent of funding from the national government; and
- Review, approval and management of all public sector debt, whether foreign or domestic with the end view that all borrowed funds are effectively utilized; and all such obligations are promptly serviced by the government.

Vision

The DOF envisions to be a world class, internationally recognized fiscal authority and chief architect of Philippine economic policy that can be relied upon to finance the development requirements of a dynamic, globally competitive and socially inclusive Philippines, and manned by committed professionals of proven competence and integrity. It seeks to achieve the following:

- National Government fiscal sustainability;
- Effective management of government assets and liabilities;
- Enabling environment for financial services and capital market; and
- Enhanced governance.



Mission

The DOF shall take the lead in providing a solid foundation for the achievement of this objective, by building a strong fiscal position through the following:

- Formulation, institutionalization and administration of sound fiscal policies;
- Improvement of tax collection efficiency;
- Mobilization of adequate resources at most advantageous terms to meet budgetary requirements;
- Sound management of public sector debt; and
- Initiation and implementation of structural reforms.



Credo

The DOF pledge of commitment as a public servant is detailed in the Credo, recited by the personnel.

I am a public servant

In the Department of Finance

I seize the initiative

To improve a little each day

- In the way that I am;
- In the way I care;
- In the way I work.

I strive for excellence

In everything I do

- By the pursuit of competence;
- By the constant search of professionalism;
- By the observance of team work.

I take the lead and serve;

- By putting country above self;
- By showing concern for others;
- By thinking of myself last.

I think and act to ensure integrity in the life I live;

The efficiency of the work I do;

The effectiveness of the service I render.

I believe that God is my Father

Who cares for and helps me always.



Services

Pursuant to its mandate, the DOF provides the following services:

1. Formulation, institutionalization and administration of fiscal and tax policies.
2. Revenue generation through tax and customs administration is the major source of income for the national government. The DOF is responsible for the generation and management of the financial resources of government ensuring that said resources are generated and managed judiciously and in a manner supportive of development objectives.
3. Supervision of the revenue operations of all local government units with the objective of making these entities less dependent of funding from the national government.
4. Undertake and supervise activities related to the negotiation, servicing and restructuring of domestic and foreign debt incurred or guaranteed by the government and its instrumentalities, including taking part in activities which affect the country's capacity to contract and service foreign debt.
5. Promotion of international cooperation by sustaining the country's position at the forefront of international and regional economic finance cooperation.
6. Custodianship and management of all financial resources of the national government through the Bureau of the Treasury.
7. Provides technical and financial assistance to local government units to access financing facilities from local and foreign sources to finance development projects and programs that will improve the delivery of services at the local levels through Municipal Development Fund Office.



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3.0 Definition of Terms and Acronyms

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Succeeding pages were removed due to confidentiality issue.