



Republic of the Philippines
Presidential Communications Operations Office
NEWS AND INFORMATION BUREAU
PCOO-NIB Building, Malacañang Compound, San Miguel, Manila
Telefax Numbers: 7333660, 7338674



NIB MANAGEMENT REVIEW AGENDA AND MINUTES

MEETING:	ISO 9001:2015 Management Review Meeting
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Name	Title	Particulars
Dir. Virginia Arcilla-Agtay	Acting Head, NIB	present
Melina O. Cajuigan	Acting Chief, FAD	present
Rodel F. Miana	OIC, PPS	present
Lorina G. Delos Reyes	MARD Representative	present
Luis A. Morente	Acting Chief, PNA	on leave

DATE, TIME, PLACE:	Date	Time	Place
	December 18, 2017	2:30pm	Office of the Director

References:	Quality system documentation (QM and procedures). All internal audit reports. Quality record file (inc. customer feedback, accomplishment reports, approved list of identified risks and opportunities with corresponding action plans, etc).
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MEETING OBJECTIVE:	<ul style="list-style-type: none">➤ Ensure the adequacy and effectiveness of the QMS and alignment with ISO 9001:2015.➤ Need for change and improvement➤ Improvement of the QMS➤ Assessment of opportunities for improvement and any potential changes necessary to the QMS, including the policy and strategy in promoting good governance and transparency. This is to follow the directive of the present administration to provide excellent media services and information to clients.
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REVIEW AGENDA:	<ul style="list-style-type: none">a. Results from audits and evaluation of compliance. (NIB QMS and Operations Manual)b. Effectiveness of the action taken for risks and opportunities.c. Process performance.d. Customer feedbacks / complaints on NIB operations/services.e. The extent to which objectives & targets have been met.f. Status and adequacy of nonconformance and corrective actionsg. Recommendations for improvement
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HIGHLIGHTS OF THE MINUTES:

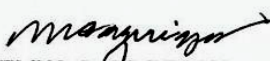
AGENDA ITEM	OUTCOMES / DECISIONS	ACTIONS TO BE TAKEN, COMMUNICATIONS REQUIRED
1. Results from audits and evaluation of compliance. (Review of NIB QMS and Operations Manual)	All fields in the QMS are in conformity with 9001:2015 standards. Final copy of NIB QMS and Operations Manual was presented for approval of the NIB Director.	The approved Manual shall be posted in the Transparency Seal Make certain of continual improvement.
2. Effectiveness of the action taken for risks and opportunities.	Renovate the PNA office and attic of NIB building to create more office space. Hire competent employees Keep pace with technological advances. Strengthen the operational capability of PPS (monitoring, transcription, and photo section) and MARO thru capability training and acquisition of new equipment	Begin the renovation as soon as the DBM releases the capital outlay. Next batch of qualified applicants shall be hired next year. Provide all the necessary support to PNA newsroom. Acquire new equipment next year.
3. Process performance	All NIB operations are functioning effectively.	
4. Customer feedbacks / complaints on NIB operations/services.	The results of surveys on stakeholders' perception of PNA services for the 1 st and 2 nd quarter were: Average Rating on quality of news and other articles/photos, 1 st quarter: 120.94%, 2 nd quarter: 119.81% Average Rating on timeliness of posting of news stories/articles/photos, 1 st quarter: 123.06%, 2 nd quarter: 120.37% Surveys on PNA services for the 3rd and 4th quarter are still ongoing. MARD's surveys are still ongoing for the 1 st and 2 nd quarter.	PNA and MARD shall submit all the remaining survey forms not later than January 12, 2018.
5. The extent to which objectives & targets have been met.	Based on the accomplishment reports submitted quarterly by each division against the physical targets, the following ratings are attained as of September 30, 2017: Percentage of media and information	Continual improvement.

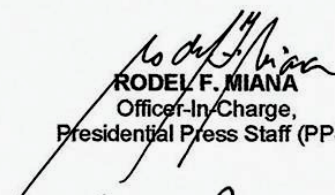
	services completed: 122% Percentage rating of media and information services rated good or better: 122% Percentage of media and information services provided within prescribed schedule: 120.09%	
6. Status and adequacy of nonconformance and corrective actions	Nonconformance and Corrective actions shall continue to be identified through the conduct of internal quality audit,	
7. Recommendations for improvement	Recommendations for improvement have been mentioned above.	
Next Meeting will be held in May and October 2018. The exact date is to be announced.		

Prepared by:

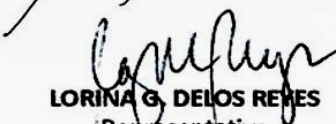

JOYAL S. ESER
 Planning Officer (Designate)

Attested by:


MELINA O. GAJUGAN
 Acting Head,
 Financial and Administrative Division (FAD)


RODEL F. MIANA
 Officer-In-Charge,
 Presidential Press Staff (PPS)

On leave
LUIS A. MORENTE
 Acting Executive News Editor,
 Philippine News Agency (PNA)


LORINA G. DELOS REYES
 Representative
 Media Accreditation and Relations Division (MARD)

Approved by:


~~Dir.~~ **VIRGINIA ARCILLA-AGUYAN**
 Acting Head, NIB