



Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT
NATIONAL CONCILIATION AND MEDIATION BOARD
4th-6th Floors, Arcadia Building, 860 Quezon Avenue, Brgy. Paligsahan, Quezon City 1103



MEMORANDUM

**TO : ALL OFFICIALS AND STAFF
This Board**

**SUBJECT : ATTESTATION OF THE DOLE CENTRAL OFFICE'S
CONTINUED CERTIFICATION TO ISO 9001:2015**

DATE : 29 AUGUST 2023

May we furnish you with a copy of the memorandum from Undersecretary Felipe N. Egargo, Jr. dated 31 July 2023, regarding the Attestation (copy attached) issued by ISO third party auditor SOCOTEC Certification Philippines, Inc. confirming the Department of Labor and Employment, National Labor Relations Commission and National Conciliation and Mediation Board continued certification to ISO 9001:2015 standard after successfully completing the annual surveillance audit conducted on 14-15 June 2023.

The audit results affirmed the Department's compliance with ISO global standards in the delivery of services to our clientele and our resolute commitment to continually improve our processes to efficiently and effectively meet and exceed our client's expectations.

Relative to this, we commend and thank you for the job well done. May these positive results serve as an inspiration to continuously comply with the standards in delivering prompt and efficient service to our clientele.

Congratulations and keep up the good work!


MARIA TERESITA D. LACSAMANA-CANCIO
Executive Director IV

Attached as stated.



Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT
Intramuros, Manila



MEMORANDUM NO. MD-128-583
Series of 2023

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DOLE-AS 23AUG'23 9:52

FOR : HEADS OF OFFICES, BUREAUS, SERVICES AND THE
FOLLOWING ATTACHED AGENCIES

- National Conciliation and Mediation Board (NCMB)
- National Labor Relations Commission (NLRC)

SUBJECT : QMS Advisory No. 12 – Attestation of the DOLE Central
Office's Continued Certification to ISO 9001:2015

The QMS Committee are pleased to inform you that the DOLE has received the Attestation (copy attached) issued by ISO third party auditor SOCOTEC Certification Philippines, Inc. which confirms our continued certification to ISO 9001:2015 standard after successfully completing the annual surveillance audit conducted last 14-15 June 2023.

The audit results affirmed the Department's compliance with ISO global standards in the delivery of services towards our clientele and our resolute commitment to continually improve our processes to efficiently and effectively meet and exceed our client expectations.

Congratulations and keep up the good work!


FELIPE N. EGARGO, JR.
Undersecretary

31 July 2023

encl. as stated

RELATION AND MEDIATION BOARD
OF THE EXECUTIVE DIRECTOR

RECEIVED BY:

Remy 8/23/23



Attestation

This is to attest that the

Department of Labor and Employment

has been assessed by SOCOTEC Certification Philippines, Inc., and
has successfully completed the annual surveillance audit conducted
last 14-15 June 2023

in accordance with the requirements of

ISO 9001:2015 **(Quality Management System)**

and has now been recommended for continued certification by the
audit team and is now awaiting review from our global reviewer and
certificate decision maker.

The scope of certification is

**Public Administration covering the Provision of Government Service Related to Labor and
Employment:**

Office of the Secretary, Offices of the Undersecretaries and Assistant Secretaries:

- Document Tracking System for the office of the Secretary, Office of the Undersecretaries and Assistant Secretaries

Internal Audit Service:

- Internal Audit Process

Planning Service:

- Assessment and Approval of Agency OPCR
- Validation and Rating of Agency OPCR Accomplishments
- Monitoring of Agencies Physical Accomplishments
- Preventive Maintenance of DOLE IT Equipment

Human Resource Development Service:

- Recruitment, Selection and Placement Process
- Preparation, Conduct and Evaluation of In-House Training Activity

Administrative Service:

- Procurement of Goods/Services through Public/Competitive Bidding
- Preventive Maintenance of DOLE Building and its Facilities (With Major and Minor Repairs)
- Preventive Maintenance of Motor Vehicles

Legal Service:

- Provision of Legal Assistance to DOLE Central Office Walk-in Clients

Information and Publication Service:

- Process of Borrowing and Returning of Books and Other Reading Materials
- DOLE News Release Preparation Process
- Library Technical Management Process

Bureau of Working Conditions:

- Design and Development
- Monitoring and Evaluation of BWC Programs/Projects
 - Labor Inspection

Bureau of Local Employment:

- Design and Development
- Monitoring and Evaluation of BLE Programs/Projects
 - Alien Employment Regulations Program (AERP)
 - Special Program for the Employment of Students (SPES)

Bureau of Labor Relations:

- Design and Development
- Monitoring and Evaluation of BLR Programs/Projects
 - Workers Organization and Development Program (WODP)
 - Labor and Employment Education Services (LEES)
 - Certification Election
 - Tripartism and Social Dialogue
- Registration of Federation/National Union/Workers Association Operating in more than one Region

Bureau of Workers with Special Concerns:


- Design and Development
- Monitoring and Evaluation of BWSC Programs/Projects
 - DOLE Integrated Livelihood and Emergency Employment Program (DILEEP)
 - Social Amelioration Program (SAP)

National Conciliation and Mediation Board:

- Management of NCMB Existing Programs/Projects

National Labor Relations Commission – Main Office

- Processing and Release of Judgment Award and Cash Bond
- Monitoring of Performance of Labor Arbiter



Erwin Quinto, Operations Manager
SOCOTEC Certification Philippines, Inc.