



Department of Labor
and Employment

**QUALITY MANAGEMENT SYSTEM
General Documents**

MASTER COPY

DOLE-QP(a)

Effective Date: NOV 08 2023


Revision No.
03


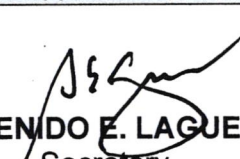
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Title: Quality Policy (National Conciliation and Mediation Board)

The **National Conciliation and Mediation Board**, the DOLE attached agency mandated to promote the use of voluntary approaches in the prevention and settlement of labor disputes as embodied in its mission of sustaining harmonious labor and management relations through continuous education, mainstreaming of alternative dispute resolution (ADR) mechanisms and implementation of innovative approaches towards workers' empowerment, is deeply committed to the cause of industrial peace. Towards this end, the Board binds itself to these standards:

- Maintenance and enhancement of labor-management relations in workplaces;
- High quality service marked with professionalism, integrity, fairness and a sense of responsibility and urgency;
- Continual improvement and innovation of processes based on best practices and client feedback;
- Constant enhancement of staff competencies and creativity through developmental programs and management support towards empowerment and greater accountability; and
- Continual improvement of Quality Management System through regular review and assessment of quality objectives, potential risks and management control.


MARIA TERESITA D. LACSAMANA-CANCIO
Executive Director IV, NCMB

Reviewed by	Approved by
 FELIPE N. EGARGO, JR. Undersecretary Chairperson, QMS Committee	 BIENVENIDO E. LAGUESMA Secretary

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APPENDIX TO CERTIFICATE

No. SCP000176Q

Department of Labor and Employment

Bureau of Local Employment (BLE) & Bureau of Labor Relations (BLR)

6th Floor, First Intramuros, BF Condominium Corporation Solana St. cor
Andres Soriano Ave. (Aduana St.) Intramuros, Manila Philippines

National Labor Relations Commission (NLRC)

#1184 Ben-Lor Building Quezon Ave. Brgy. Paligsahan, Quezon City
Philippines

Bureau of Workers and Special Concern (BWSC)

9th Floor, Antonio Bldg. J. Bacobo St. Cor. T.M Kalaw Ave. Ermita,
Manila Philippines

National Conciliation and Mediation Board (NCMB)

4th to 6th Floor, Arcadia Bldg. 860 Quezon Ave., Quezon City Philippines

Gilmore Rivera Operations Director

SOCOTEC Certification Philippines, Inc.
2nd Floor, JD Tower, Commerce Avenue
Madrigal Business Park
Ayala Alabang, Muntinlupa City, Philippines
<http://socotec-certification-international.ph>



CERTIFICATE

No. SCP000176Q

certifies that :

Department of Labor and Employment

Muralla Wing cor. General Luna St. Intramuros, Manila, 1002 Philippines

operates a management system that has been assessed as conforming to :

ISO 9001:2015

for the scope of activities :

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

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

Issue date : 13 July 2021

Valid until : 15 July 2024 (Subject to adherence to the agreed ongoing programme, successful endorsement of certification following each audit and compliance with the terms and conditions of certification.)

Original date of certification : 02 September 2015

Gilmore Rivera Operations Director



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Ayala Alabang, Muntinlupa City, Philippines
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