
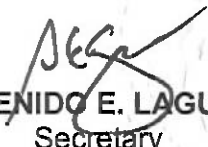
 DEPARTMENT OF LABOR AND EMPLOYMENT	Quality Management System GENERAL DOCUMENTED INFORMATION	DOLE-QO(a)	
		Effective Date: 03 May 2024	
		Revision No. 04	Page 1 of 1
Title: Quality Objectives (National Conciliation and Mediation Board)			


In keeping with its mandate and in support of quality policy, the National Conciliation and Mediation Board guarantees to achieve the following objectives towards the attainment of its vision to be the center of excellence in enhancing harmonious relationship in every workplace:

- To empower both labor-management to undertake their shared responsibility of enhancing their relationship through the full use of workplace cooperation mechanisms;
- To enable labor and management to bridge their gap and settle differences in an atmosphere of friendly dialogue and negotiation through the grievance machinery and voluntary arbitration program;
- To bring labor and management in agreement through the provision of timely and effective conciliation-mediation services, thus, restoring and healing their relationship from the wounds of impassioned exchanges and conflicts;
- To continually enhance organizational capabilities through capacity building interventions;
- To improve quality management system through regular review and assessment; and
- To ensure customer satisfaction by maintaining an organization committed to courteous, responsive, accountable, and quality service at all times.

The foregoing objectives are made more explicit through measurable targets reflected in the Board's OPCR.


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


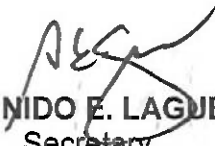
Reviewed by	Approved by
 FELIPE N. BGARGO, JR. Undersecretary Chairperson, QMS Committee	 BIENVENIDO E. LAGUESMA Secretary

	<p align="center">Quality Management System GENERAL DOCUMENTED INFORMATION</p>	DOLE-QP(a)	
		Effective Date: 03 May 2024	
		Revision No. 04	Page 1 of 1
<p>Title: Quality Policy (National Conciliation and Mediation Board)</p>			

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:

- Committed to maintain and enhance 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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