



# ANNEX 5

## QUALITY OBJECTIVES AND PLANS

### PLANNING AND COORDINATING BRANCH

Document Reference Code  
NTRC-QMS-ANNEX-005

Revision No.  
0

Effectivity Date  
19 December 2016

Page  
1 of 14

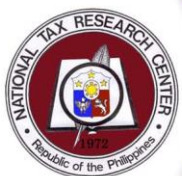
**Strategic Direction:** Provide timely, relevant, quality tax studies and responsive technical assistance/support to fiscal policy makers, the Department of Finance (DOF), Congress, and other government agencies and instrumentalities, the private sector and international institutions.

**Functional Quality Objective:** Publish and disseminate tax journals and guides, brochures and other tax information materials.

**Target:** This Year: 11 Publications

Last Year: 11 Publications

| ACTIONS TO BE TAKEN   | RESOURCES  | RESPONSIBLE                       | TARGET DATE OF:<br>[C] COMPLETION<br>[I] IMPLEMENTATION  | MONITORING TOOL/<br>METHOD                              |
|---|--|-----------------------------------|--|---|
| Send staff to required software application trainings for publications  | Budget   | Chief of PCB                      | First Semester 2017  | Physical Performance Reports, Certificate of Attendance |
| Acquire new software application/latest hardware  | Budget   | Chiefs of PCB and AFB             | First Quarter 2017   | Coordination and Monitoring with AFB                    |
| Develop a software package for easy monitoring and retrieval of records   | IT, Communication equipment (i.e., telephone, fax, computers)                | Chief of PCB, IT                  | Last quarter 2017  | Internal Quality Audit                                  |
| Compile and disseminate recent laws and issuances, rules and regulations concerned agencies e.g., BIR, BOC, SC, CTA, etc. | Office Supplies<br>Communication equipment (i.e., telephone, fax, computers) | Chief of PCB                      | January 2017   | Office Circulars  |
| <b>Prepared by:</b><br><i>Nedinia B. Mendiola</i><br><b>NEDINIA B. MENDIOLA</b><br>OIC – Planning and Coordinating Branch |  | <b>Date:</b><br>December 19, 2016 | <b>Approved by:</b><br><i>Trinidad A. Rodriguez</i><br><b>TRINIDAD A. RODRIGUEZ</b><br>Acting Executive Director | <b>Date:</b><br>December 19, 2016                       |



# ANNEX 5

## QUALITY OBJECTIVES AND PLANS

### TECHNICAL BRANCHES

Document Reference Code  
NTRC-QMS-ANNEX-005

Revision No.  
0

Effectivity Date  
19 December 2016

Page  
2 of 14

**Strategic Direction:** Provide timely, relevant, quality tax studies and responsive technical assistance/support to fiscal policy makers, the Department of Finance (DOF), Congress, and other government agencies and instrumentalities, the private sector and international institutions.

**Functional Quality Objective:** Exceed by 30% the minimum required number of studies, the minimum percentage of recommendations of the studies that are considered; and maintain timely submission of studies.

|                |             |  |             |   |
|----------------|-------------|--|-------------|---|
| <b>Target:</b> | <b>2017</b> | <b>Quantity:</b> 98 Studies  | <b>2016</b> | <b>Quantity :</b> 98 Studies                              |
|                |             | <b>Quality:</b> 80% of the recommendations of the studies are considered |             | <b>Quality:</b> 80% of the recommendations of the studies |
|                |             | <b>Timeliness:</b> Studies are delivered on or before deadline           |             | <b>Timeliness:</b> On or before deadline                  |

| ACTIONS TO BE TAKEN   | RESOURCES  | RESPONSIBLE                                       | TARGET DATE OF:<br>[C] COMPLETION<br>[I] IMPLEMENTATION | MONITORING TOOL/<br>METHOD   |
|---|--|---|---|--|
| <b>QUALITY:</b><br><br>Formulate quality Work Program   | Office Supplies<br>Communication equipment (i.e., telephone, fax, computers)           | Chiefs of Technical Branches and respective staff | C: December 2016<br>I: Jan. – Dec. 2017                 | Approved Work Program  |
| Identify/subscribe (when necessary) to periodicals, journals, and other relevant publications of NGAs, local and international organizations, accounting firms, and other tax authorities that will be useful in the conduct of studies | Budget<br>Communication equipment (i.e., telephone, fax, computers)<br>Office Supplies | Chiefs of Technical Branches and respective staff | Year round  | Subscription contracts   |
| Identify training needs of staff and conduct in-house trainings and/or participate in trainings conducted by external providers   | Budget   | Chiefs of Technical Branches and AFB              | C: Start of the year<br>I: As scheduled                 | Approved Training Plan<br>Invitation/ Special Order<br><br>Certificate of Participation/Attendance<br>SPMS Coaching and Mentoring Form |



# ANNEX 5

## QUALITY OBJECTIVES AND PLANS TECHNICAL BRANCHES

Document Reference Code  
NTRC-QMS-ANNEX-005

Revision No.  
0

Effectivity Date  
19 December 2016

Page  
3 of 14

| ACTIONS TO BE TAKEN  | RESOURCES  | RESPONSIBLE  | TARGET DATE OF:<br>[C] COMPLETION<br>[I] IMPLEMENTATION   | MONITORING TOOL/<br>METHOD                                     |
|--|--|--|---|--|
| Monitor closely staff performance and provide needed coaching and/or mentoring for the attainment of targets | Supplies   | Chiefs of Technical Branches and concerned staff         | As needed   | IPCR   |
| <b>QUANTITY:</b>   |  |  |   |  |
| Determine the number of assigned studies and other technical assistance to be completed                      | Supplies<br>Communication equipment (i.e., telephone, fax, computers)s | Chiefs of Technical Branches and their respective staffs | As planned  | Branch Work Program;<br>Assignment Sheet;<br>Outgoing Log Book |
| Determine the number of direct assignments/inquiries/requests to be provided                                 | Supplies<br>Communication equipment (i.e., telephone, fax, computers)s | Chiefs of Technical Branches and their respective staffs | As required   | Assignment Sheet;<br>Outgoing Log Book                         |
| Determine the number of progress monitoring of studies to be made  | Supplies<br>Communication equipment (i.e., telephone, fax, computers)s | Chiefs of Technical Branches                             | As required   | Performance Monitoring and Coaching (SPMS)                     |
| Recommend hiring of new staffs   | Budget   | Chiefs of Technical Branches                             | ASAP  | Follow-up and coordination                                     |
| <b>TIMELINESS:</b>   |  |  |   |  |
| Keep track and strictly observe deadlines  | Time Management  | Chiefs of Technical Branches and their respective staffs | As required   | Work Program   |
| Observe proper time management   |  |  |   | Assignment Sheet<br>Calendar of Activities                     |
| <b>Prepared by:</b><br><i>Teresita L. Solomon</i><br>TERESITA L. SOLOMON<br>Acting Deputy Executive Director | <b>Date:</b><br>December 19, 2016                                      |  | <b>Approved by:</b><br><i>Trinidad A. Rodriguez</i><br>TRINIDAD A. RODRIGUEZ<br>Acting Executive Director | <b>Date:</b><br>December 19, 2016                              |



# ANNEX 5

## QUALITY OBJECTIVES AND PLANS

### FISCAL INCENTIVES BRANCH

#### (FIRB Secretariat)

Document Reference Code  
NTRC-QMS-ANNEX-005

Revision No.  
0

Effectivity Date  
19 December 2016

Page  
4 of 14

**Strategic Direction:** Provide timely, relevant, quality tax studies and responsive technical assistance/support to fiscal policy makers, the Department of Finance (DOF), Congress, and other government agencies and instrumentalities, the private sector and international institutions.

**Functional Quality Objective:** Provide technical assistance to the government and recipients of tax subsidy and oversight of recipients of tax subsidy to ensure that the benefits accrue solely to the intended beneficiaries.

**Target:** This Year: 2017 Last Year: 2016

| ACTIONS TO BE TAKEN  | RESOURCES   | RESPONSIBLE                           | TARGET DATE OF:<br>[C] COMPLETION<br>[I] IMPLEMENTATION                                  | MONITORING TOOL/<br>METHOD  |
|--|---|---------------------------------------|--|---|
| Improve working relationship/ arrangements with recipients/other members of the FIRB                     | Communication equipment (i.e., telephone, fax, computers)<br><br>Networking (interpersonal communication skill) | FIB Chief and staff<br><br>AFB        | Year round   | Feedback from tax subsidy recipients/ other members of the FIRB; and<br><br>Record of transactions/technical assistance |
| Impose conditionalities for the grant of tax subsidy (e.g., submission of disposition and other reports) | Letters, memoranda, ocular inspections  | FIB Chief and staff                   | As needed  | FIRB Resolutions, reports, ocular inspection reports  |
| Hire additional workforce/staff  | NTRC budget   | NTRC Management                       | ASAP   | Actual hiring of additional FIB staff   |
| Use appropriate technology for information systems and processes   | Budget<br>Specialized technological devices/ equipment/ software.   | NTRC Executive Director<br><br>AFB    | Year round   | FIB/NTRC Timetable  |
| <b>Prepared by:</b><br><br><br><b>DEBBIE F. ASISTIO-SY</b><br>Chief, Fiscal Incentives Branch            |   | <b>Date:</b><br><br>December 19, 2016 | <b>Approved by:</b><br><br><br><b>TRINIDAD A. RODRIGUEZ</b><br>Acting Executive Director | <b>Date:</b><br><br>December 19, 2016   |



# ANNEX 5

## QUALITY OBJECTIVES AND PLANS SPECIAL RESEARCH AND TECHNICAL SERVICES BRANCH (SECRETARIAT TO THE TASK FORCE ON FEES AND CHARGES)

Document Reference Code  
NTRC-QMS-ANNEX-005

Revision No.  
0

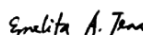

Effectivity Date  
19 December 2016

Page  
5 of 14

**Strategic Direction:** Provide timely, relevant, quality tax studies and responsive technical assistance/support to fiscal policy makers, the Department of Finance (DOF), Congress, and other government agencies and instrumentalities, the private sector and international institutions.

**Functional Quality Objective:** Provide technical assistance to the government and to national government agencies (NGAs) and other instrumentalities in the monitoring of compliance with and in the rationalization of fees and charges.

**Target:** This Year: 2017 Last Year: 2016

| ACTIONS TO BE TAKEN*  | RESOURCES   | RESPONSIBLE                           | TARGET DATE OF:<br>[C] COMPLETION<br>[I] IMPLEMENTATION  | MONITORING TOOL/<br>METHOD  |
|---|---|---------------------------------------|--|---|
| Improve coordination with members of the Task Force on Fees and Charges and working relationship with NGAs and instrumentalities  | Communication equipment (i.e., telephone, fax, computers)<br><br>Networking (interpersonal communication skill) | SRTSB Chief and Staff<br><br>AFB      | Year round   | Feedback from Task Force members/NGAs<br><br>Record of transaction/technical assistance |
| Improve database of all fees and charges imposed by NGAs and instrumentalities  | Information and Communications Technology (ICT)   | SRTSB<br>AFB                          | Year round   | Updated Database  |
| Improve template for cost computation and regulatory impact analysis (RIA)  | Trainings   | SRTSB<br>AFB                          | Year round   | Updated cost computation template and familiarity with RIA                              |
| Hire additional workforce/staff   | Budget  | NTRC<br>Management                    | ASAP   | Actual hiring of additional SRTSB staff   |
| <b>Prepared by:</b><br><br><b>EMELITA A. TENA</b><br>Chief, Special Research and Technical Services Branch |   | <b>Date:</b><br><br>December 19, 2016 | <b>Approved by:</b><br><br><b>TRINIDAD A. RODRIGUEZ</b><br>Acting Executive Director | <b>Date:</b><br><br>December 19, 2016   |



# ANNEX 5

## QUALITY OBJECTIVES AND PLANS

### ADMINISTRATIVE AND FINANCIAL BRANCH

Document Reference Code  
NTRC-QMS-ANNEX-005

Revision No.  
0

Effectivity Date  
19 December 2016

Page  
6 of 14

**Strategic Direction:** Provide timely, relevant, quality tax studies and responsive technical assistance/support to fiscal policy makers, the Department of Finance (DOF), Congress, and other government agencies and instrumentalities, the private sector and international institutions.

**Functional Quality Objective:** Ensure that there is a comprehensive and balanced program to raise the level of competence, efficiency, effectiveness and morale of personnel.

**Target:** This Year : 2017 Last Year: 2016

| ACTIONS TO BE TAKEN   | RESOURCES   | RESPONSIBLE   | TARGET DATE OF:<br>[C] COMPLETION<br>[I] IMPLEMENTATION                | MONITORING TOOL/<br>METHOD     |
|---|---|---|--|--------------------------------|
| Facilitate both local and international scholarships and trainings          | Training/Seminar Fees (as needed), Travel expenses, Accommodation and other incidental expenses | HR Division<br>Top Management                             | As needed  | Learning and Development Plan  |
| Membership to relevant professional organizations/ associations             | Budget  | HR Division<br>Chiefs of Technical Branches<br>Accounting | As needed  | Learning and Development Plan  |
| Improve rewards and recognition system                                      | Budget  | HR Division<br>PRAISE Committee<br>Top Management         | Year round   | PRAISE Resolution Certificate  |
| Prepared by:<br><br>GIAN CARLO D. RODRIGUEZ<br>Chief Administrative Officer | Date:<br><br>December 19, 2016  |   | Approved by:<br><br>TRINIDAD A. RODRIGUEZ<br>Acting Executive Director | Date:<br><br>December 19, 2016 |



# ANNEX 5

## QUALITY OBJECTIVES AND PLANS

### ADMINISTRATIVE AND FINANCIAL BRANCH

Document Reference Code  
NTRC-QMS-ANNEX-005

Revision No.  
0


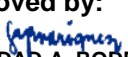
Effectivity Date  
19 December 2016

Page  
7 of 14

**Strategic Direction:** Provide timely, relevant, quality tax studies and responsive technical assistance/support to fiscal policy makers, the Department of Finance (DOF), Congress, and other government agencies and instrumentalities, the private sector and international institutions.

**Functional Quality Objective:** Ensure that the employees are well informed of health issues and the corresponding protection from ailments and provide supply of basic medicine.

**Target:** This Year: 2017 Last Year: 2016

| ACTIONS TO BE TAKEN  | RESOURCES                                  | RESPONSIBLE                       | TARGET DATE OF:<br>[ ] COMPLETION<br>[ ] IMPLEMENT'N   | MONITORING TOOL/<br>METHOD   |
|--|--|-----------------------------------|--|--|
| Facilitate the conduct of Annual Physical and Dental Examination   | Medical Fees and other incidental expenses | Dentist II                        | February 2017  | Medical and Dental Records   |
| Provide dental services, basic medicine, and other medical supplies  | Medicine Budget                            | Dentist II                        | As needed  | Medical and Dental Inventory Subsidiary Ledgers and Issuance Reports |
| Facilitate the conduct of health - related seminars  | Budget Resource Person                     | AFB Dentist II                    | As scheduled   | Training plan  |
| <b>Prepared by:</b><br><br><b>GIAN CARLO D. RODRIGUEZ</b><br>Chief Administrative Officer |  | <b>Date:</b><br>December 19, 2016 | <b>Approved by:</b><br><br><b>TRINIDAD A. RODRIGUEZ</b><br>Acting Executive Director | <b>Date:</b><br>December 19, 2016                                    |



# ANNEX 5

## QUALITY OBJECTIVES AND PLANS

### ADMINISTRATIVE AND FINANCIAL BRANCH

Document Reference Code  
NTRC-QMS-ANNEX-005

Revision No.  
0



Effectivity Date  
19 December 2016

Page  
8 of 14

**Strategic Direction:** Provide timely, relevant, quality tax studies and responsive technical assistance/support to fiscal policy makers, the Department of Finance (DOF), Congress, and other government agencies and instrumentalities, the private sector and international institutions.

**Functional Quality Objective:** Ensure that books, journals, periodicals and other publications related to taxation, economics, statistics, finance and related fields are available in the library.

**Target:** This Year: 2017 Last Year: 2016

| ACTIONS TO BE TAKEN  | RESOURCES                                     | RESPONSIBLE                                       | TARGET DATE OF:<br>[C] COMPLETION<br>[I] IMPLEMENTATION  | MONITORING TOOL/<br>METHOD               |
|--|---|---|--|--|
| Acquire relevant books, journals, periodicals and other publications on taxation, economics, statistics, finance and related fields  | Budget  | AFB Librarian<br>Book Committee<br>Top Management | Year round   | Purchase Request<br><br>Delivery Receipt |
| File manually and electronically card catalogue  | Computer Software Application (as applicable) | Librarian   | Year round   | Card catalogue                           |
| <b>Prepared by:</b><br><br><b>GIAN CARLO D. RODRIGUEZ</b><br>Chief Administrative Officer |   | <b>Date:</b><br>December 19, 2016                 | <b>Approved by:</b><br><br><b>TRINIDAD A. RODRIGUEZ</b><br>Acting Executive Director | <b>Date:</b><br>December 19, 2016        |





# ANNEX 5

## QUALITY OBJECTIVES AND PLANS

### ADMINISTRATIVE AND FINANCIAL BRANCH

Document Reference Code  
NTRC-QMS-ANNEX-005

Revision No.  
0


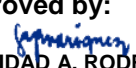
Effectivity Date  
19 December 2016

Page  
9 of 14

**Strategic Direction:** Provide timely, relevant, quality tax studies and responsive technical assistance/support to fiscal policy makers, the Department of Finance (DOF), Congress, and other government agencies and instrumentalities, the private sector and international institutions.

**Functional Quality Objective:** Oversee the proper utilization and maintenance of property, building and motor vehicles of the office.

**Target:** This Year: 2017 Last Year: 2016

| ACTIONS TO BE TAKEN  | RESOURCES                         | RESPONSIBLE                       | TARGET DATE OF:<br>[C] COMPLETION<br>[I] IMPLEMENTATION  | MONITORING TOOL/<br>METHOD        |
|--|-----------------------------------|-----------------------------------|--|-----------------------------------|
| Maintain order and cleanliness in the office premises  | Janitorial supplies and equipment | Administrative Division           | Daily  | Branch/Unit reports               |
| Ensure motor vehicles are in good running condition. (refer to Operations Manual)  | Budget Contract                   | Administrative Division           | As scheduled/ needed   | Operations Manual                 |
| <b>Prepared by:</b><br><br><b>GIAN CARLO D. RODRIGUEZ</b><br>Chief Administrative Officer |                                   | <b>Date:</b><br>December 19, 2016 | <b>Approved by:</b><br><br><b>TRINIDAD A. RODRIGUEZ</b><br>Acting Executive Director | <b>Date:</b><br>December 19, 2016 |



# ANNEX 5

## QUALITY OBJECTIVES AND PLANS

### ADMINISTRATIVE AND FINANCIAL BRANCH

Document Reference Code  
NTRC-QMS-ANNEX-005

Revision No.  
0

Effectivity Date  
19 December 2016

Page  
10 of 14

**Strategic Direction:** Provide timely, relevant, quality tax studies and responsive technical assistance/support to fiscal policy makers, the Department of Finance (DOF), Congress, and other government agencies and instrumentalities, the private sector and international institutions.

**Functional Quality Objective:** Provide technical services for the management and maintenance of the NTRC website and computer units and other electronic peripherals.

**Target:** This Year: 2017 Last Year: 2016

| ACTIONS TO BE TAKEN   | RESOURCES   | RESPONSIBLE                              | TARGET DATE OF:<br>[C] COMPLETION<br>[I] IMPLEMENTATION                | MONITORING TOOL/<br>METHOD |
|---|---|--|--|----------------------------|
| Maintain and update NTRC website  | Communication equipment (i.e., telephone, fax, computers) Software Application Budget | IT unit<br>Branches<br>Website Committee | As scheduled   | Accomplishment Report      |
| Maintain and regularly check all computer units and other electronic peripherals. | Communication equipment (i.e., telephone, fax, computers) Budget                      | IT unit                                  | As scheduled   | Work Program               |
| Software development  | Communication equipment (i.e., telephone, fax, computers) and Software Application    | IT unit                                  | 2017   | Work Program               |
| Prepared by:<br><br>GIAN CARLO D. RODRIGUEZ<br>Chief Administrative Officer       |   | Date:<br>December 19, 2016               | Approved by:<br><br>TRINIDAD A. RODRIGUEZ<br>Acting Executive Director | Date:<br>December 19, 2016 |



# ANNEX 5

## QUALITY OBJECTIVES AND PLANS

### ADMINISTRATIVE AND FINANCIAL BRANCH

Document Reference Code  
NTRC-QMS-ANNEX-005

Revision No.  
0



Effectivity Date  
19 December 2016

Page  
11 of 14

**Strategic Direction:** Provide timely, relevant, quality tax studies and responsive technical assistance/support to fiscal policy makers, the Department of Finance (DOF), Congress, and other government agencies and instrumentalities, the private sector and international institutions.

**Functional Quality Objective:** Submit financial and other reports within the prescribed period.

**Target:** This Year: 2017 Last Year: 2016

| ACTIONS TO BE TAKEN  | RESOURCES   | RESPONSIBLE                                     | TARGET DATE OF:<br>[C] COMPLETION<br>[I] IMPLEMENTATION  | MONITORING TOOL/<br>METHOD        |
|--|---|---|--|-----------------------------------|
| Prepare and electronically file financial reports and tax returns to government regulatory agencies (e.g. e-FPS of BIR and URS of DBM)                                       | Communication equipment (i.e., telephone, fax, computers) Internet Service Provider | Budget and Cash Division<br>Accounting Division | As scheduled   | Website Account                   |
| Use software application in the preparation of report of inventory accounts  | Communication equipment (i.e., telephone, fax, computers) Software Application      | IT Unit<br>Property Unit                        | As scheduled   | Report of Inventory               |
| <b>Prepared by:</b><br><br><b>GIAN CARLO D. RODRIGUEZ</b><br>Chief Administrative Officer |   | <b>Date:</b><br>December 19, 2016               | <b>Approved by:</b><br><br><b>TRINIDAD A. RODRIGUEZ</b><br>Acting Executive Director | <b>Date:</b><br>December 19, 2016 |



# ANNEX 5

## QUALITY OBJECTIVES AND PLANS ADMINISTRATIVE AND FINANCIAL BRANCH

Document Reference Code  
NTRC-QMS-ANNEX-005

Revision No.  
0



Effectivity Date  
19 December 2016

Page  
12 of 14

**Strategic Direction:** Provide timely, relevant, quality tax studies and responsive technical assistance/support to fiscal policy makers, the Department of Finance (DOF), Congress, and other government agencies and instrumentalities, the private sector and international institutions.

**Functional Quality Objective:** Maintain records of public funds and property and advise the management on the status of appropriation, allotments, disbursements and other financial matters.

**Target:** This Year: 2017 Last Year: 2016

| ACTIONS TO BE TAKEN  | RESOURCES   | RESPONSIBLE                       | TARGET DATE OF:<br>[ C ] COMPLETION<br>[ I ] IMPLEMENT'N   | MONITORING TOOL/<br>METHOD        |
|--|---|-----------------------------------|--|-----------------------------------|
| Utilize enhanced e-NGAS as main accounting software  | Communication equipment (i.e., telephone, fax, computers) | Accounting Division               | Year round   | e-NGAS Manual                     |
| Utilize fully the Government Accounting Manual (GAM, edition 2015)   | New Forms Books of Accounts                               | AFB                               | Year round   | GAM (edition 2015)                |
| <b>Prepared by:</b><br><br><b>GIAN CARLO D. RODRIGUEZ</b><br>Chief Administrative Officer |   | <b>Date:</b><br>December 19, 2016 | <b>Approved by:</b><br><br><b>TRINIDAD A. RODRIGUEZ</b><br>Acting Executive Director | <b>Date:</b><br>December 19, 2016 |



# ANNEX 5

## QUALITY OBJECTIVES AND PLANS ADMINISTRATIVE AND FINANCIAL BRANCH

Document Reference Code  
NTRC-QMS-ANNEX-005

Revision No.  
0



Effectivity Date  
19 December 2016

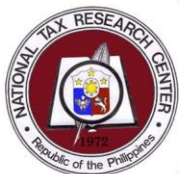
Page  
13 of 14

**Strategic Direction:** Provide timely, relevant, quality tax studies and responsive technical assistance/support to fiscal policy makers, the Department of Finance (DOF), Congress, and other government agencies and instrumentalities, the private sector and international institutions.

**Functional Quality Objective:** Develop and implement internal control policies and procedures.

**Target:** This Year: 2017 Last Year: 2016

| ACTIONS TO BE TAKEN  | RESOURCES  | RESPONSIBLE                          | TARGET DATE OF:<br>[ C ] COMPLETION<br>[ I ] IMPLEMENTATION  | MONITORING TOOL/<br>METHOD            |
|--|--|--------------------------------------|--|---------------------------------------|
| Establish Internal Quality Audit Program (per Clause 9.2 of ISO 9001:2015)   | ISO 9001:2015,   | IQA Team                             | As planned   | IQA Program                           |
| Conduct Internal Quality Audit (per Clause 9.2 of ISO 9001:2015)   | ISO 9001:2015<br>DBM Budget Circular No. 2004-4, DBM Budget Circular No. 2008-5 and AO 278 s. 1992 | IQA Team                             | As scheduled   | IQA Program                           |
| Prepare and submit IQA Reports to Quality Management Chairperson   | Communication equipment (i.e., telephone, fax, computers)<br>Office Supplies                       | IQA Team                             | As scheduled   | IQA Report                            |
| Adopt corrective action based on audit findings  | Communication equipment (i.e., telephone, fax, computers)<br>Office Supplies                       | IQA Team<br>Concerned Branches/Units | As needed  | IQA Report<br>Request for Action Form |
| <b>Prepared by:</b><br><br><b>GIAN CARLO D. RODRIGUEZ</b><br>Chief Administrative Officer |  | <b>Date:</b><br>December 19, 2016    | <b>Approved by:</b><br><br><b>TRINIDAD A. RODRIGUEZ</b><br>Acting Executive Director | <b>Date:</b><br>December 19, 2016     |



# ANNEX 5

## QUALITY OBJECTIVES AND PLANS

### ADMINISTRATIVE AND FINANCIAL BRANCH

Document Reference Code  
NTRC-QMS-ANNEX-005

Revision No.  
0



Effectivity Date  
19 December 2016

Page  
14 of 14

**Strategic Direction:** Provide timely, relevant, quality tax studies and responsive technical assistance/support to fiscal policy makers, the Department of Finance (DOF), Congress, and other government agencies and instrumentalities, the private sector and international institutions.

**Functional Quality Objective:** Ensure that the development and execution of policies relating to human resource management are properly applied in accordance with the rules and regulations of the concerned regulatory authorities (COA, BIR, CSC and DBM).

**Target:** This Year: 2017 Last Year: 2016

| ACTIONS TO BE TAKEN   | RESOURCES  | RESPONSIBLE                       | TARGET DATE OF:<br>[C] COMPLETION<br>[I] IMPLEMENTATION   | MONITORING TOOL/<br>METHOD        |
|---|--|-----------------------------------|---|-----------------------------------|
| Keep personnel updated with recent rules, regulations and circulars issued by government regulatory agencies  | Communication equipment (i.e., telephone, fax, computers)<br>Office Supplies | HR Division<br>IT Unit            | Year round  | Circulars<br>Memoranda Issuances  |
| <b>Prepared by:</b><br><br><b>GIAN CARLO D. RODRIGUEZ</b><br>Chief Administrative Officer |  | <b>Date:</b><br>December 19, 2016 | <b>Approved by:</b><br><br><b>TRINIDAD A. RODRIGUEZ</b><br>Acting Executive Director | <b>Date:</b><br>December 19, 2016 |