



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



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DOLE-AS 11AUG*21 9:43

MEMORANDUM NO. MD-83-692
Series of 2021

FOR : (1) **HEADS OF OFFICES, SERVICES, BUREAUS AND THE FOLLOWING ATTACHED AGENCIES**

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

SUBJECT : **QMS Advisory No. 31 – DOLE Central Office (CO), NCMB and NLRC’s Recertification to ISO 9001:2015 Standard**

We are proud to announce that DOLE has been recertified to ISO 9001:2015 Standard (copy attached) by the ISO third party auditor, SOCOTEC Certification Philippines, Inc., who commended the DOLE’s Quality Management System (QMS) maturity after undergoing the re-assessment audit conducted last June 21-30, 2021.

This re-assessment audit shows the Department’s continued conformity and compliance to the standards in delivering our services that are efficient and responsive to our clients. We would like to commend the efforts of all offices for the continuous commitment and dedication to improve our QMS especially those who were complimented by the external auditors for their good practices. Nevertheless, the identified observations and opportunities for improvement shall be addressed by the concerned offices.

Congratulations and keep up the great work!


SILVESTRE H. BELLO III
Secretary

Date: JUL 22 2021

Encl: as stated



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:

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

Financial and Management Service

Processing of Obligation Request and Status
Processing of Disbursement Voucher

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

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



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



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for the scope of activities :

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

Human Resource Development Service

- Leave Administration
- Recruitment, Selection and Placement Process
- Preparation, Conduct and Evaluation of In-House Training Activity
- Disposition of Administrative Complaints

Administrative Service

- Procurement of Goods/Services through Public/Competitive Bidding
- Processing of Payments
- Property Management Process
- Records Management
- Building Maintenance (Minor Repair)
- Preventive Maintenance of DOLE Building and its Facilities
- Preventive Maintenance of Motor Vehicles

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

Legal Service

Provision of Legal Assistance to DOLE Central Office Walk-in Clients
Conduct of Formal Investigation of Administrative Cases in the DOLE Central Office

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

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

Bureau of Local Employment

Design and Development
Monitoring and Evaluation of BLE Programs/Projects
Alien Employment Program
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
Disposition of Appealed Cases Filed with the BLR
Registration of Federation/National Union/Workers Association Operating in more than one Region

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ISO 9001:2015

for the scope of activities :

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

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)

International Labor Affairs Bureau

Monitoring of POLO Programs Implementation
POLO Verification and Accreditation of Foreign Recruitment Agencies
Reporting of POLO Critical Incidents
Deployment of POLO Officers and Staff

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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 Arbitrer

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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

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