**WHAT IS ISO?**

- An independent, non-governmental international organization with a membership of 161 national standards bodies.
- Formed on 23 February 1947.
- Published over 22,151 International Standards covering every industry, from technology to food, safety, agriculture, healthcare, etc., that impact everyone, everywhere.
- ISO is derived from the Greek isos, meaning equal.

**Goal of QMS**

QMS aims to increase an organization’s awareness of its duties and commitment in fulfilling the needs and expectations of its customers and interested parties, and in achieving satisfaction with its products and services.

**ISO 9001:2015 QUALITY MANAGEMENT SYSTEM**

**What is QMS?**

- Comprises activities by which the organization identifies its objectives and determines the processes and resources required to achieve desired results.
- Provides the means to identify actions to address identified and unintended consequences in providing products and services.
- Manages the interacting processes and resources required to provide value and realize results for relevant interested parties.
- Enables top management to optimize the use of resources considering the long and short term consequences of their decision.

**WHY DO WE NEED QMS?**

- Government institutions are now faced with a significant challenge: to secure and maintain the trust and confidence of the citizenry.
- To improve the effectiveness of government in fulfilling its mandate towards the end goal of inclusive growth.
- This improves the ability of your operations to meet customer requirements and expectations.
- Through compliance with ISO 9001:2015 Quality Management System standards, public sector organizations will be able to enhance their efficiency, reliability, responsiveness and transparency; and, improve its ability to achieve its targets.

**NEXT ACTIVITY:**

Technical Guidance on QMS Implementation in PhilFIDA Central Office
4-5 September 2018
Diliman, Quezon City