



Republic of the Philippines  
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*"Committed to Service, Development and Self-Reliance"*

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December 8, 2016

**STELLA M. GONZALES, MPS**  
General Manager  
This Office

Madam:

Respectfully requesting the approval of MKWD Quality Manual (QM) and QMS Mandatory Procedures which will serve as requirement for the ISO Certification.

Attached are the following documents, to wit:

1. Revision History
2. Interested Parties Matrix
3. Introduction
4. Business Process Map
5. Context of the Organization
6. Leadership
7. Planning
8. Support
9. Operation
10. Performance Evaluation
11. Improvement
12. Internal Documented Information
13. External Document Control
14. Records Control
15. Control of Nonconforming Service
16. Handling of IP Feedback Procedure
17. Internal Quality Audit
18. Corrective Action Procedure
19. Management Review Procedure
20. Risk Assessment Procedure

For your perusal.

Hoping you will find everything in order.

Very truly yours,

  
**JOAN P. CAMANO, CPA**  
Deputy Management Representative

Recommending Approval:

  
**ENGR. WILESPER LISANDRO M. ALQUEZA, RMP, MBA**  
ISO Committee Chairman

Approved/~~Disapproved~~:

  
**STELLA M. GONZALES, MPS**  
General Manager

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