



Quality Manual

Based on ISO 9001: 2015 Standard

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4.0 Context of the Organization

4.1 Understanding the organization and its context

F2 Logistics Philippines Inc. shall determine the external and internal issues relevant to its purpose and its strategic direction affecting its ability to achieve the intended result(s) of its quality management system (QMS) which is done yearly during strategic planning.

In this strategic planning sessions, analysis includes strength, weaknesses, opportunities, threats and discussion of strategic objectives and action plans.

F2 Logistics shall monitor and review the information about these external and internal issues through monthly mancom meetings.

References:

Strategic Plans

SWOT/ TOWS Matrix Analysis (External and Internal Issues, Enterprise Risk Assessment)

Political, Economic, Social and Technological (PEST) Analysis (External Context)


Management Committee Minutes of Meeting

Process Risk Assessment Matrix (PRAM)

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4.2 Understanding the needs and expectations of interested parties


The list below enumerates the interested parties that are:

1. Relevant to the QMS
2. Has impact or potential impact on F2's ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements

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Interested Parties and References

Classification	Interested Parties	Requirements	Documented Information	Measurement
External	Customer	<ul style="list-style-type: none"> Adherence to contracts/ SLAs/ Quotations/ and SOP such as timely delivery and billing Accuracy 	<ul style="list-style-type: none"> Contracts/ SLAs/ Quotations/and SOP Customer Satisfaction Survey Emails Competitor's Update Cross-Platform Messengers 	<ul style="list-style-type: none"> Customer Satisfaction Rating Customer Complaints
External	Suppliers	<ul style="list-style-type: none"> Clear Instructions from F2 Logistics on services to be performed as indicated in the P.O/ Contracts/ Quotations Timely and Accurate Payment One area for submission of billings and releasing of payments/ Online payments, if applicable 	<ul style="list-style-type: none"> Contracts/ P.O/ Quotations Supplier's Evaluation Emails Area for Suppliers Pictures Cross-Platform Messengers 	<ul style="list-style-type: none"> Adhere to Timely Release of Payment
Internal	Shareholders	<ul style="list-style-type: none"> Revenue Productivity/ Efficiency Virtual Meetings 	<ul style="list-style-type: none"> Profit and Loss statement Minutes of the Meeting Mancom Report containing financial, sales updates, operations update and organizational chart 	<ul style="list-style-type: none"> Financial Market Share Market
Internal	Employees	<ul style="list-style-type: none"> Clear Job Description Trainings/Virtual Trainings Timely and Accurate payment of Salaries and Benefits Recognition System Adherence to Health Protocols required by DOH/ IATF/ DTI/ and other LGU's such as flexible work arrangements, facemask, foot baths, temperature reading, regular disinfection of areas, isolation area and shuttle service, If applicable. 	<ul style="list-style-type: none"> Job Descriptions Virtual Training pictures Semi- Annual Performance Evaluation KPI Monitoring Certificate of Recognition Signages/ Posters Email/ Viber reminders Cross-Platform Messengers 	<ul style="list-style-type: none"> Employees Satisfaction Rating
External	Government	<ul style="list-style-type: none"> Timely and Accurate Payment of Business Licenses and Permits Adherence to Rules and Regulations Adherence to Health Protocols required by DOH/ IATF/ DTI/ and other LGU 	<ul style="list-style-type: none"> Business Licenses and Permits, Reports Updated Guidelines Government Audit Result 	<ul style="list-style-type: none"> Government Regulations Government Penalties
External	Society/ Community	<ul style="list-style-type: none"> Corporate Social Responsibilities <ul style="list-style-type: none"> F2 Scholarship Program Tree Planting Activity Brigada Eskwela Blood Donation Activity Sports Activity For Inorganic employees & Drivers: assistance such as food reliefs, transportation, and area to sleep if necessary. 	<ul style="list-style-type: none"> Certificate of Appreciation / Donation Pictures of Actual Programs 	<ul style="list-style-type: none"> Management Targets

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F2 Logistics shall determine, review and monitor relevant information and requirements of these interested parties.

4.3 Determining the scope of the quality management system

Freight Forwarding Services - Pick-up and Delivery for FCL and LCL (Air, Land and Sea) and

Warehousing - Inbound, Storage and Outbound at F2 Logistics Philippines Inc.

Branch:

Freight Forwarding - Manila (Pick-up and Delivery)

Freight Forwarding - Cebu & Davao (Pick-up and Delivery)

Warehousing – Cebu & Davao

Departments:


Freight Forwarding- Sales, Customer Service, Operations, Finance and Shared Services (Quality Assurance, Human Resources, Materials Management, Claims, Information Technology, Fleet Management and Marketing).

Warehousing- Operations, Finance and Shared Services (Quality Assurance, Human Resources, Materials Management, Claims, Information Technology and Marketing).

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Not Applicable:

8.3 Design and Development

8.3.1 General

8.3.2 Design and Development Planning

8.3.3 Design and Development Inputs

8.3.4 Design and Development Controls

8.3.5 Design and Development Outputs

8.3.6 Design and Development Changes

F2 Logistics does not design products and services. All services offered follow the generic process of freight forwarding and warehousing.

References:

Business Process


Strategic Plans

Input- Process- Output (IPO) Matrix of Processes

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4.4 Quality Management System and its processes


4.4.1 F2 Logistics shall establish, implement, maintain, and continually improve its quality management system (QMS), including the process needed and their interactions, in accordance with the requirements of ISO 9001 Standard.

F2 Logistics shall determine the processes needed for the QMS and their application throughout the organization, as shown below:

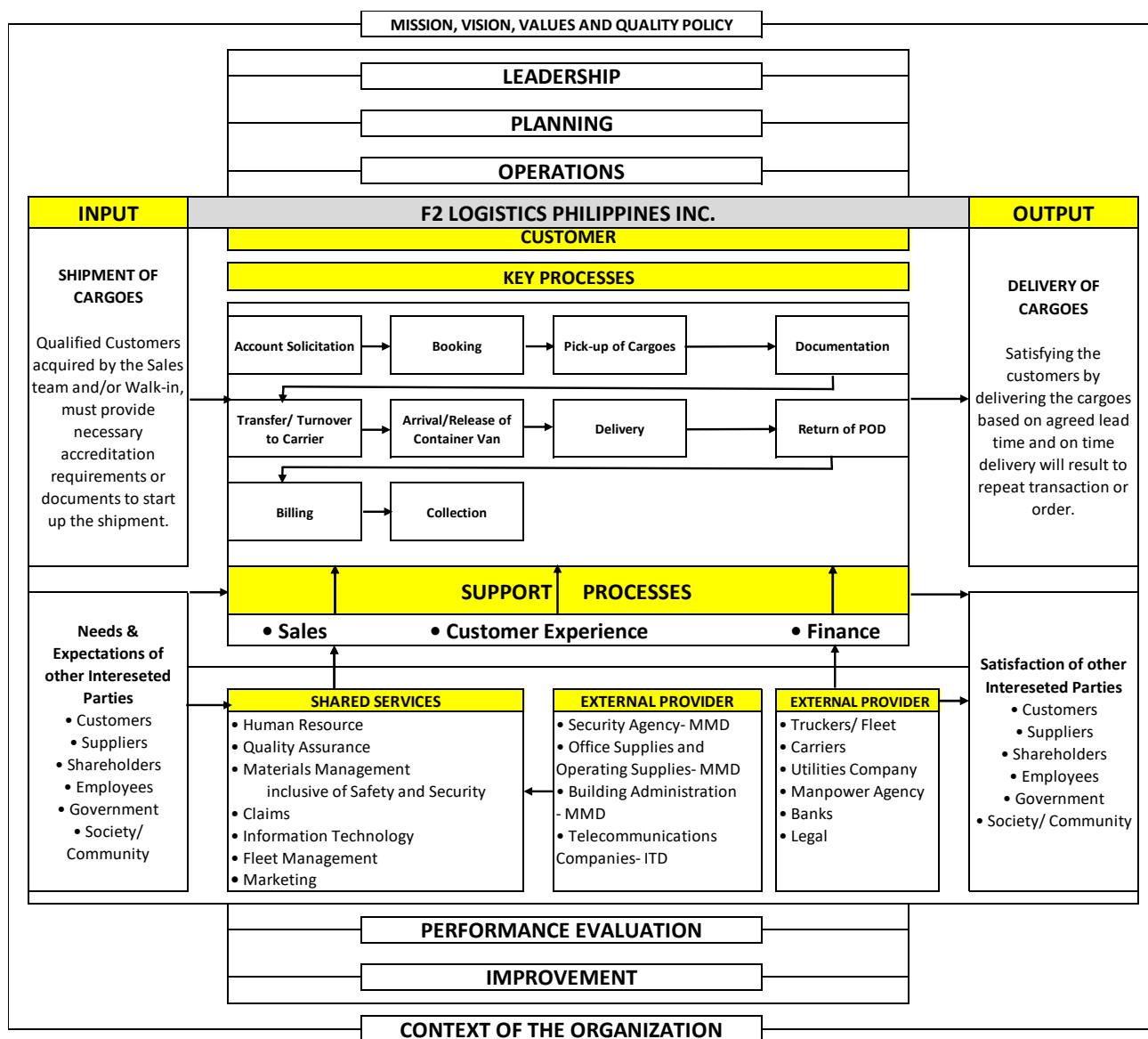
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Business Process (FCL)



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Input- Process- Output (IPO) Matrix

INPUT	KEY PROCESS	OUTPUT
Prospect Customer/ Submission of Proposal/ Quotations/ Contract/ SLA	Account Solicitation	Signed Proposal/ Quotations/ Contract/ SLA
Booking details from Customer	Booking	Booking Reference number
Proforma Waybill (PWB)	Pick- up of Cargoes	Filled up Proforma Waybill
Proforma Waybill transferred to Operations	Documentation	System Generated House Waybill
Carrier Booking Reference Number and Equipment Inspection Report (EIR)	Transfer/ Turn-over to Carrier	Bill of Lading (BL)
Van Number and Bill of Lading and or Pre- alert, if any	Arrival/Release of Container Van	Pull out of Laden
System Generated House Waybill	Delivery	Proof of Delivery (POD)
Proof of Delivery (POD)	Return of POD	Transmittal of POD
Required Billing Attachment	Billing	Processing of Billing to Customer/ Supplier
Billing Invoice	Collection	Official Receipt

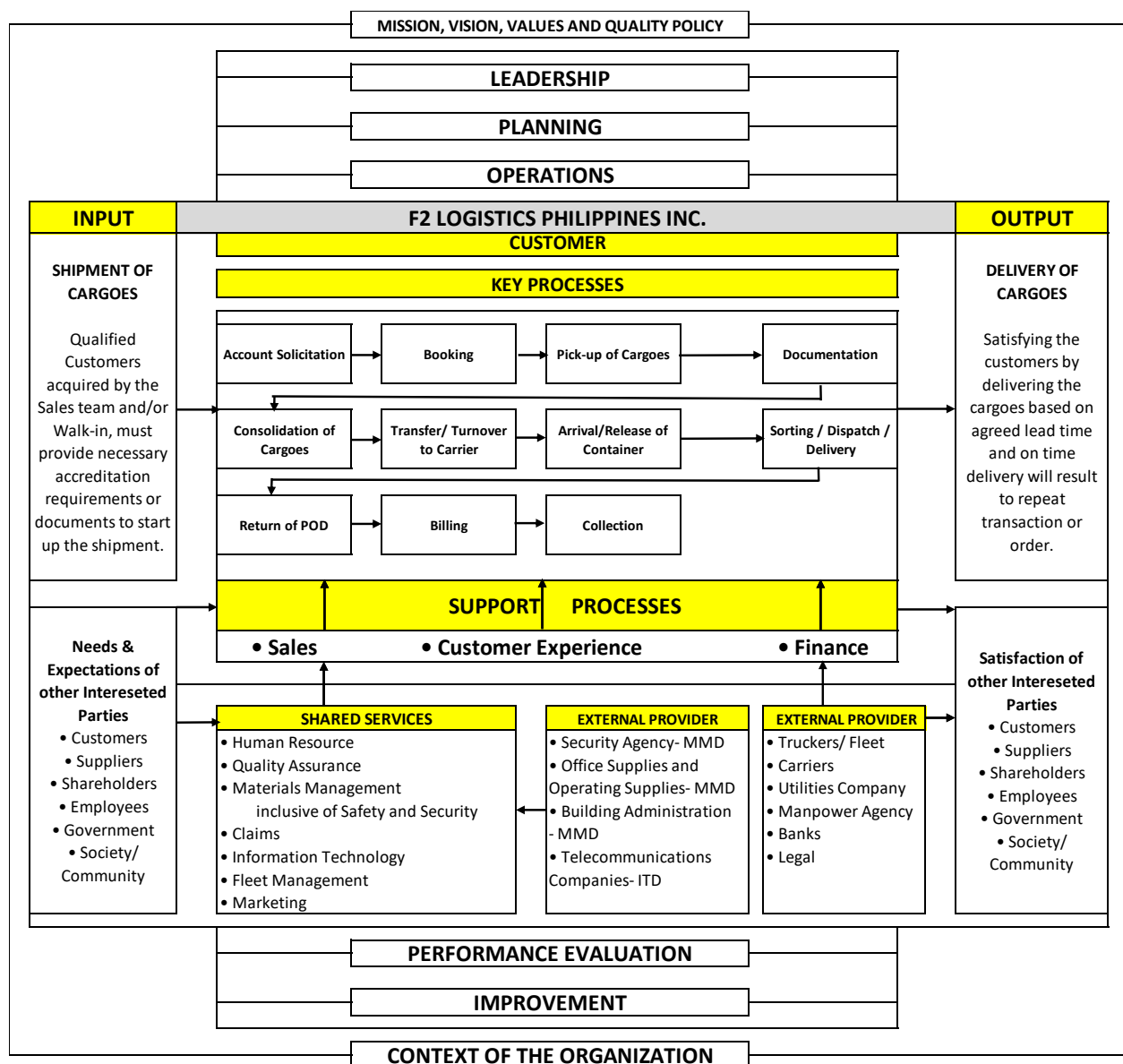
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Business Process (LCL)



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Input- Process- Output (IPO) Matrix

INPUT	KEY PROCESS	OUTPUT
Prospect Customer/ Submission of Proposal/ Quotations/ Contract/ SLA	Account Solicitation	Signed Proposal/ Quotations/ Contract/ SLA
Booking details from Customer	Booking	Booking Reference number
Proforma Waybill (PWB)	Pick- up of Cargoes	Filled up Proforma Waybill
Proforma Waybill transferred to Operations	Documentation	System Generated House Waybill
Consol Manifest	Consolidation of Cargoes	Gate Pass with Lot Number
Carrier Booking Reference Number and Equipment Inspection Report (EIR)	Transfer/ Turn-over to Carrier	Bill of Lading (BL)/ Air Waybill (AWB)
Van Number and Bill of Lading and or Pre- alert, if any	Arrival/Release of Container Van	Pull out of Laden
Consol Manifest	Sorting / Dispatch / Delivery	House Waybill for Consignee
Proof of Delivery (POD)	Return of POD	Transmittal of POD
Required Billing Attachment	Billing	Processing of Billing to Customer/ Supplier
Billing Invoice	Collection	Official Receipt

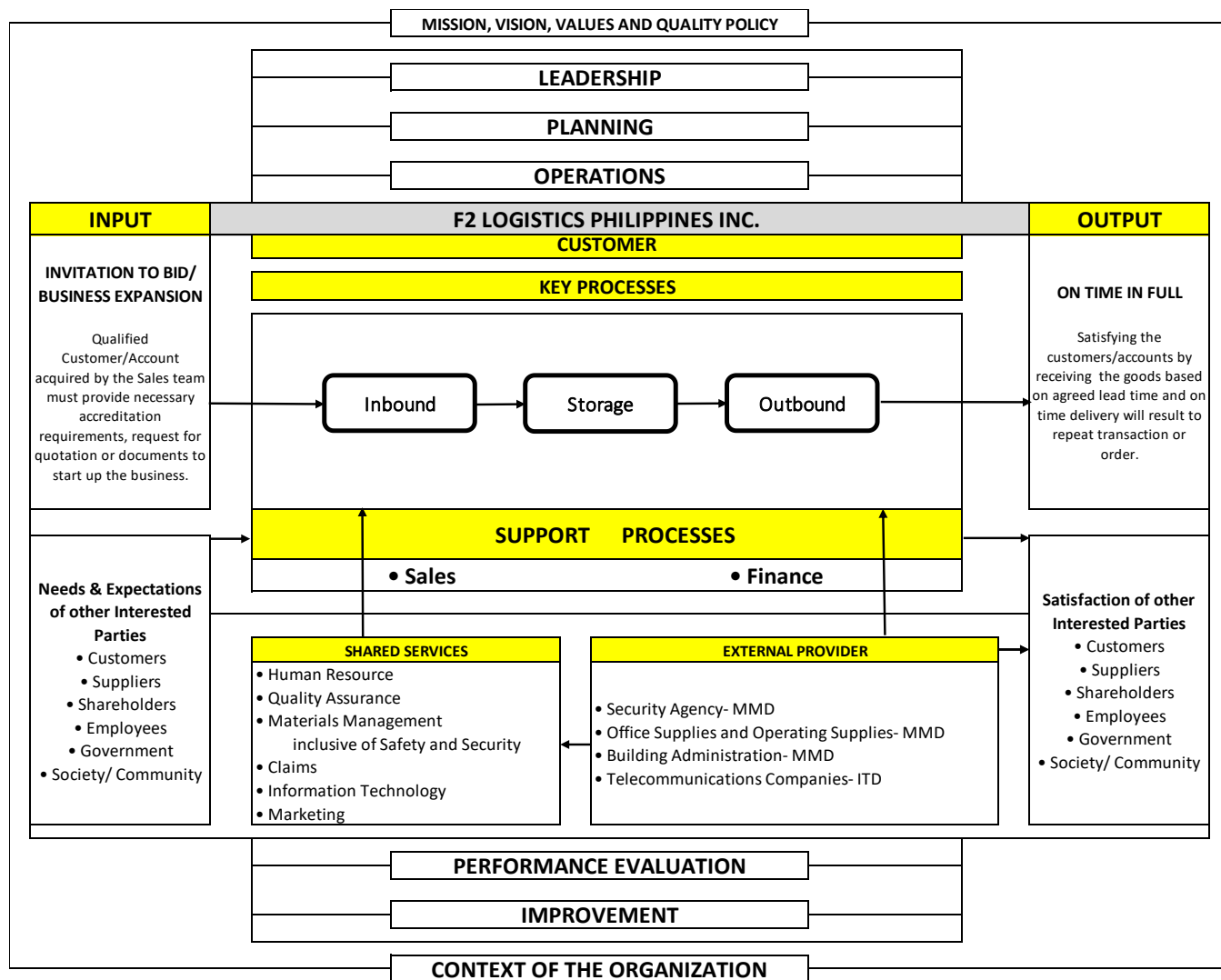
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Business Process (Warehousing)



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Input- Process- Output (IPO) Matrix

INPUT	KEY PROCESS	OUTPUT
Advance Shipment Notice from Coordinator/ Account Representative	Inbound	Gate Pass to Trucker; Received Items in good condition
Transfer form of stocks	Storage	Validation/ Updating and encoding to the system
Preparation of Picklist and order	Outbound	Daily Trip Report (DTR) and Delivery Receipt (DR)

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4.4.2 The following documented information are maintained to support the operation of processes:


1. Quality Manual
2. Business Process
3. Quality Plan
4. Policies and Procedures
5. Key Performance Indicators
6. Budget and Actual Resources
7. Job Descriptions
8. Process Risk Assessment Matrix
9. Records Retention Schedule

Also documented information shall be retained in the form of quality records as shown in the Records Retention Schedule, to have confidence that the processes are being carried out as planned.

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5.1 Leadership and Commitment

5.1.1 General


F2 Logistics top management shall demonstrate leadership and commitment to the QMS by:

1. Taking accountability of the effectiveness of the QMS by monitoring the attainment of targets and ensuring actions to address the target;
2. Ensuring that the quality policy and key performance indicators are established for the QMS and are compatible with the strategic direction and the context of the organization;
3. Ensuring that the quality policy is communicated, understood and applied within the organization through posters, website, intranet, ID cards and audits;
4. Ensuring the integration of the QMS requirements into the organization's business processes;
5. Promoting awareness of the process approach and risk based thinking by ensuring that the Policies and Procedures (2Ps), and Process Risk Assessment Matrix are cascaded to all concerned personnel/department and reflected on actual practice;
6. Ensuring the resources needed for the QMS are available through the conduct of budget review;
7. Communicating the importance of effective QMS and of conforming to the QMS requirements;
8. Ensuring that the QMS achieves its intended results;

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9. Engaging, directing and supporting persons to contribute to the effectiveness of the QMS through approaches such as Job Description, Monitoring of KPIs and Training;
10. Promoting improvement (See clause 10- Improvement).

Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

References:

Leadership team in Company Profile

Job Descriptions of the Management Team

Quality documents (Records Retention Schedule/Externally Generated Documents/ References)

ISO- Related Trainings

Mission, Vision, Values and Quality Policy (MVVQ) Cascades and Audits

Budget and Actual resources provided for QMS

Key Performance Indicators

Mancom Presentation Materials/ Minutes of the Meeting

F2 Website, Intranet, Posters and ID Cards

Process Risk Assessment Matrix


Customer Satisfaction Survey

Non- conformity and Corrective Action Report (NCAR)

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5.1.2 Customer Focus

F2 Logistics top management shall demonstrate leadership and commitment with respect to customer focus by ensuring that all customer, statutory and regulatory requirements are addressed; Customers are satisfied; and Risk and Opportunities are also addressed.

References:

Contracts, Quotations, Service Level Agreements

Business Review Presentation Materials and Minutes of the Meeting

Key Performance Indicators and Results

Customer Satisfaction Survey results, analysis and actions

Process Risk Assessment Matrix


Business Permits and Licenses

5.2 Policy

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5.2.1 Establishing the Quality Policy

Quality Policy

We, at **F2 Logistics Philippines Inc.** and **F2 Global Logistics Inc.** are committed to be **THE PARTNER OF CHOICE** by providing customized supply chain solutions to our customers.


We maintain good relationships with our customers by:

1. Giving the highest quality service that is measured through performance standards
2. Complying to customer, statutory and regulatory requirements, and
3. Constantly improving our quality management system that will enable the company to exceed customer expectations

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5.2.2 Communicating the Quality Policy


Interested Parties	Medium of Communication
Customer	<ul style="list-style-type: none"> • F2 website • Email Signature • Posters • Company Profile Presentation • Viber group
Supplier	
Employees	<ul style="list-style-type: none"> • Posters • Laminated ID cards • Intranet • F2 website • Email Signature • F2 Community (Viber Group)
Government	<ul style="list-style-type: none"> • F2 website • Email Signature • Posters
Society/ Community	
Shareholders	

The Mission, Vision, Values and Quality Policy (MVVQ) is understood and application within the organization is measured and resolved through Internal Quality Audits.

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References:

Quality Policy on Intranet

Review of Quality Policy in Management Review / Strategic Meeting presentation materials / minutes of meeting

Quality Policy cascades and audits

F2 Website, Posters, ID Card

Signature Email

Viber Groups

5.3 Organizational Roles, Responsibilities and Authorities

F2 Logistics shall have Job Descriptions, Policies and Procedures and Standard Operating Procedures/ Operating Guidelines to ensure that responsibilities and authorities are clear to all members, from top management to line personnel. This supports in ensuring that the QMS conforms to requirements of this International Standard, and in enhancing customer satisfaction.


Quality Council Area Head and Quality Team Leader shall report on the performance of the QMS and recommendations to the QMR and QCC.

Quality Council Chairman (QCC) and Quality Management Representative (QMR) shall report on the performance of the QMS and recommendations to the President & CEO.

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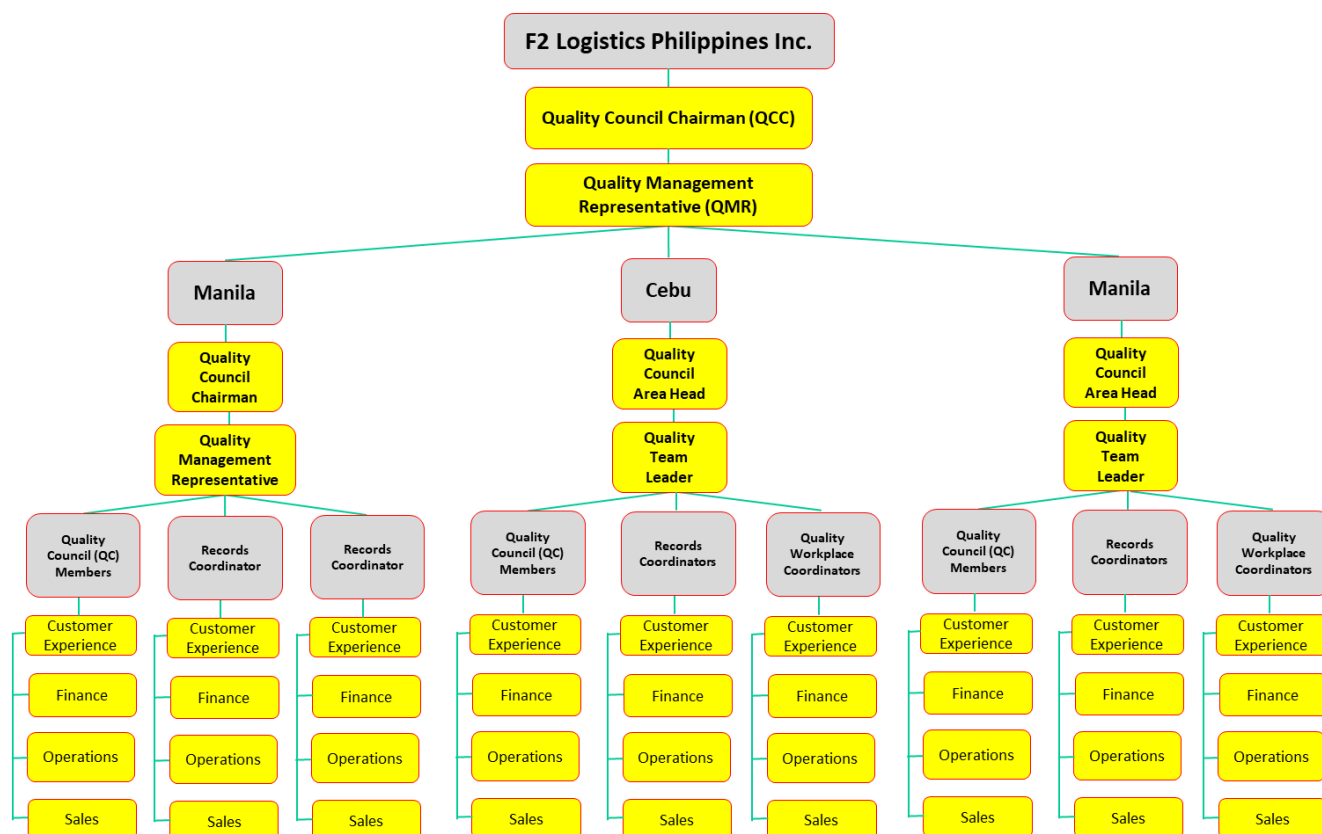
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In addition to the functional organizational chart a quality system organization was established, as shown:


Freight - Manila, Cebu & Davao



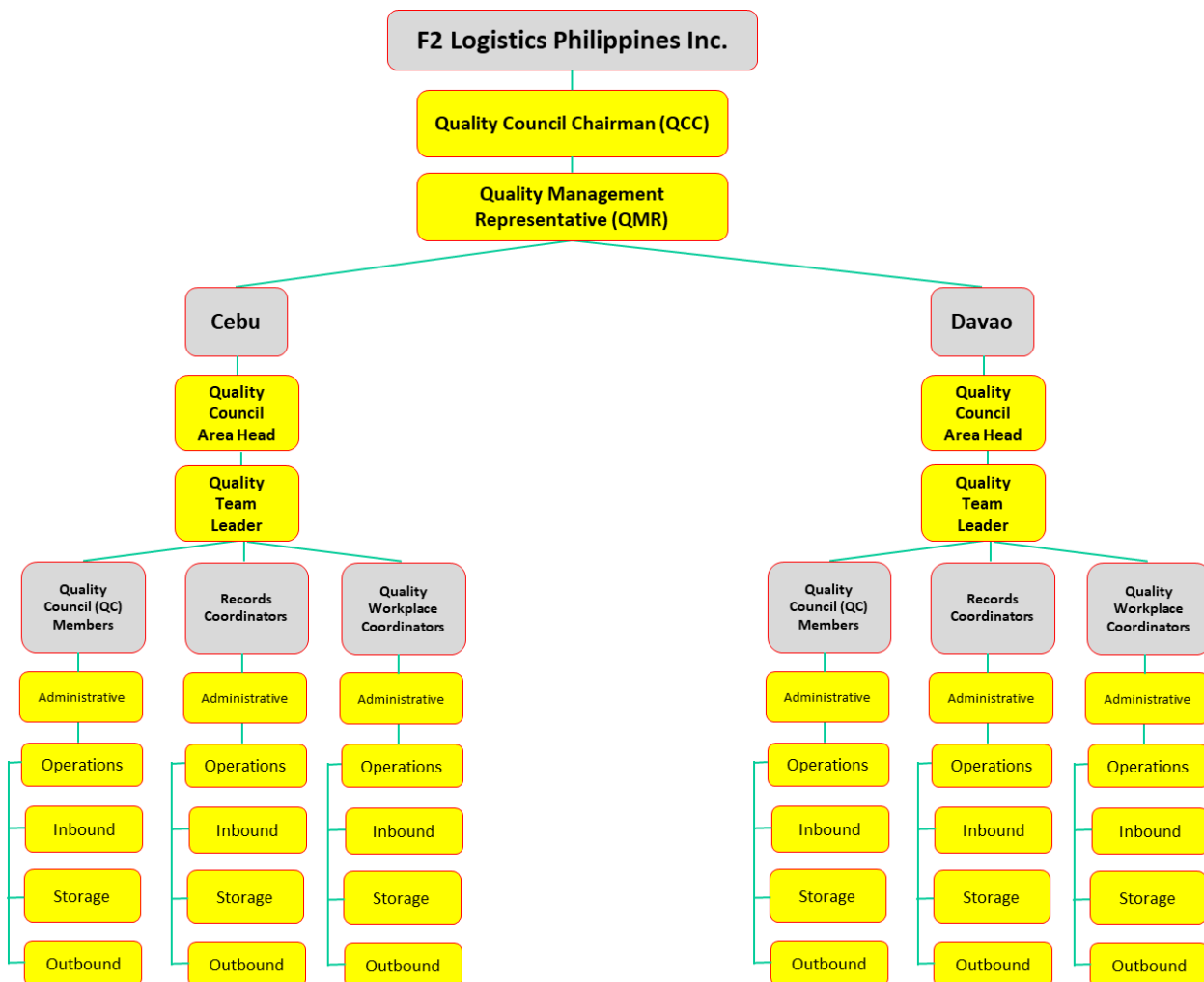
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Warehouse – Cebu & Davao



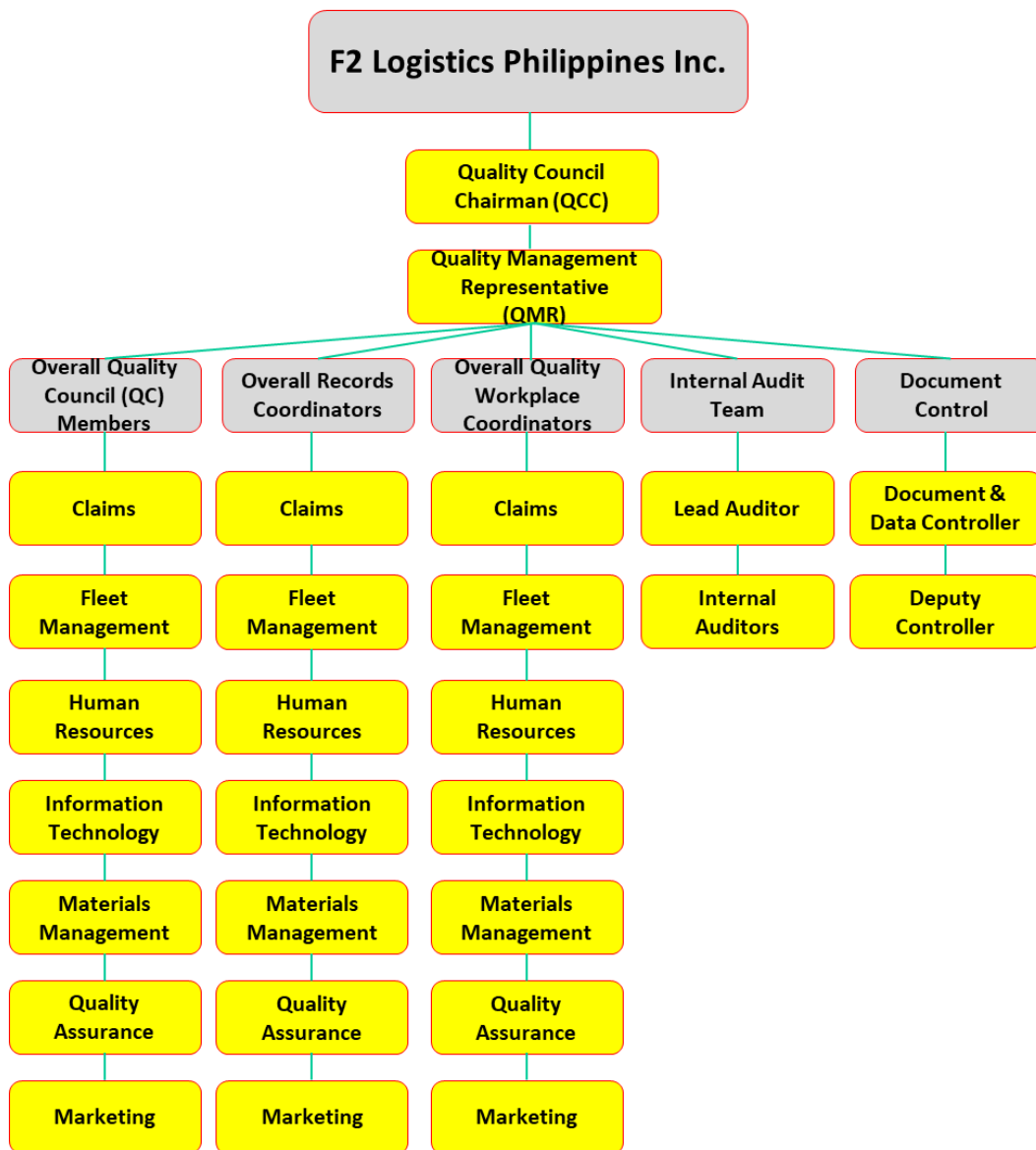
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Shared Services



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I. QUALITY COUNCIL CHAIRMAN (QCC)

1. Ensures that all personnel within the organization are developed into quality conscious and productive employees.
2. Manages resources of the organization to attain its specific objectives.
3. Presides the management reviews of the quality management system.
4. Ensures a quality work life for the employees' of the organization.
5. Leads all quality-related activities.
6. Reviews all quality-related policies.


II. QUALITY MANAGEMENT REPRESENTATIVE (QMR)

1. Ensures continuous and consistent implementation of the quality management system.
2. Ensures the establishment, documentation, implementation, and maintenance of the quality management system.
3. Ensures that the quality management system is regularly reviewed by the management committee for effectiveness and priority and in accordance to the ISO 9001:2015 Standards.
4. Solicits corrective and preventive action and ensures their effective implementation.
5. Presents the organization during the quality system assessment performed by third parties.
6. Promotes awareness of customer requirements throughout the organization.

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III. QUALITY COUNCIL AREA HEAD

1. Ensures that all personnel within the organization are developed into quality conscious and productive employees.
2. Manages resources of the organization to attain its specific objectives.
3. Presides the management reviews of the quality management system.
4. Ensures a quality work life for the employees' of the organization.
5. Leads all quality-related activities.
6. Reviews all quality-related policies.
7. Provide full support and assistance to QCC & QMR in the implementation of QMS


IV. QUALITY TEAM LEADER

1. Ensures continuous and consistent implementation of the quality management system.
2. Ensures the establishment, documentation, implementation, and maintenance of the quality management system.
3. Ensures that the quality management system is regularly reviewed by the management committee for effectiveness and priority and in accordance to the ISO 9001:2015 Standards.
4. Solicits corrective and preventive action and ensures their effective implementation.
5. Presents the organization during the quality system assessment performed by third parties.
6. Promotes awareness of customer requirements throughout the organization.
7. Provide full support and assistance to QCC, QMR & QC Area Head in the implementation of QMS

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V. QUALITY COUNCIL MEMBERS

1. Provides the overall direction, full commitment and support in ensuring that the organization has an effective quality management system with ISO 9001:2015 Standards as its foundation.
2. Ensures that the Quality Policy is understood, implemented and maintained at all levels in the organization.
3. Conducts regular review of the quality management system according to the ISO 9001:2015 Standards and ensure effectiveness and suitability.


VI. INTERNAL QUALITY AUDIT (IQA) LEAD AUDITOR

1. Creates Internal Quality Audit Program as required in the organization's internal audit procedures.
2. Conducts internal quality audits of the organization to determine effectiveness of the implemented quality management system.
3. Assesses quality management system compliance to the requirements of the ISO 9001:2015 Standards.
4. Reports the results of the internal quality audits to the management committee.
5. Ensures that results of audits, contingent and corrective actions and the follow-up actions are documented and maintained.
6. Monitors the implementation of contingent and corrective actions for non-conformances.

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VII. INTERNAL QUALITY AUDIT (IQA) TEAM MEMBERS

1. Conducts internal quality audits of the organization to determine effectiveness of the implemented quality management system.
2. Assesses quality management system compliance to the requirements of the ISO 9001:2015 Standards.
3. Reports the results of the internal quality audits to the management committee.
4. Ensures that results of audits, contingent and corrective actions and the follow-up actions are documented and maintained.
5. Monitors the implementation of contingent and corrective actions for non-conformances.

VIII. DOCUMENT AND DATA CONTROLLER

1. Keeps track and records all revisions/modifications of controlled documents and maintains one copy of obsolete documents.
2. Updates the master list of controlled documents as needed and registers externally generated documents that are used for references.


IX. OVERALL RECORDS COORDINATOR

1. Oversees overall implementation of the records management system.

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2. Ensures the proper labeling of files following retention periods, proper labeling of Filing equipment, and segregation of active from inactive files and disposal of obsolete records.
3. Implements Records Management effectively.

X. OVERALL QUALITY WORKPLACE COORDINATOR

1. Ensures consistent overall implementation of the Quality Workplace Program and 5S, and regularly monitors and assesses the effectiveness of the program.
2. Oversees the setting and presentation of standards to the management committee.
3. Conducts briefing and training regarding quality workplace to concerned personnel as needed.
4. Coordinates closely with section heads on all matter concerning quality workplace program.

References:

Job Descriptions

Policies and Procedures


Meeting Minutes

Quality Management System Organization and Roles and Responsibilities

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6.1 Actions to address risks and opportunities (6.1.1 and 6.1.2)

F2 Logistics at the macro level shall determine the issues, risk and opportunities during the strategic planning session by using the tool SWOT/ TOWS Analysis (Enterprise Risk Assessment).

During the Strategic Planning an competitors update, carriers update, and strategies aligned to Mission, Vision and Core Values statements are determined to address risk and opportunities at the higher level. Each department monitors the implementation of strategies, Also, status is discussed during the mancom meeting.

A Process Risk Assessment Matrix is also conducted on a per key process level per department.

References:

Strategic Plan SWOT/ TOWS Analysis

Process Risk Assessment Matrix

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6.2 Quality Objectives and Planning to achieve them (6.2.1 and 6.2.2)

F2 Logistics shall have Key Performance Indicators (KPI) established per department and or KPI required by the customer which are consistent with the Quality Policy, measurable, taking into account applicable requirements of interested parties such as customer satisfaction. These key performance indicators are monitored, reviewed and presented monthly during the departmental, leaders' meeting, weekly/monthly operational review and mancom meeting.

F2 Logistics shall conduct planning on how to achieve the strategic goals and targets by identifying action plans and programs, resource needed, responsible unit, timeline, as well as monitoring of results.

References:

Key Performance Indicators

Minutes of the Meeting

Review of KPIs

Progress Report

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6.3 Planning of Changes

In case there will be changes in the QMS, F2 Logistics shall discuss this during the strategic plan as well as during mancom meetings and management reviews. In addition, F2 Logistics shall consider needed resources and responsible unit to address the said changes.

References:

Strategic Planning Presentation Material and Minutes

Management Committee Meeting Presentation Material and Minutes (and other meetings)

Key Performance Indicators

Document Control- Control Forms

Process Risk Assessment Matrix


Annual Budget Review

Progress Report

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7.1 Resources

7.1.1 General

F2 Logistics shall conduct annual planning and budget review based on identified needed resources to maintain and sustain the quality management system. F2 Logistics reviews its capabilities and constraints on internal resources, as well as needed resources to be provided by external party.

References:

Annual Budget Review

Selection, Accreditation and Evaluation of External Providers

Quality Workplace Audit Result

7.1.2 People

To ensure that F2 Logistics can consistently meet customer's and applicable statutory and regulatory requirements, capability and capacity, the Organizational Chart/Requirement/Manpower shall be reviewed to ensure the effective implementation of the QMS.

HR shall recruit based on the minimum qualifications indicated on MRF/ Job Descriptions (JD). The candidates shall be screened and those who passed the initial screening shall be endorsed to requesting leader for interview.

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The Salary Offer Sheet (SOS) shall serve as the proof that the successful applicant has accepted the job at F2 Logistics. The new hires shall be aware of the Company Overview, Code of Conduct, Hours of Work/ time keeping, Dress Code, Organizational Chart, Department's functions, Policies and Procedures and Tours of Offices and Work Area during the Job Induction. Human Resource Department shall then endorse the new hires to the concerned immediate leader.

For internal movements, Change of Status (COS) shall be used to document internal transfer or promotions.

A Training Needs Assessment shall be conducted to help management identify the training requirements per person based on needed competency per position for the effective implementation of the quality management system.

References:

Organizational Charts

Job Description

Job Induction form

Manning List

Manpower Requisition Forms (MRF)

Salary Offer Sheets (SOS)

Change of Status (COS)


Recruitment, Selection, Placement Policy

Semi- Annual Performance Evaluation for Regular Employees

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New Hires Performance Evaluation for Employees under Probationary Period

Training Needs Assessment

Competency Based Systems (CBS) Assessment

7.1.3 Infrastructure

F2 Logistics shall determine, provide, and maintain the infrastructure for the operation of its processes to achieve conformity of services

Maintenance of Infrastructure


1. Building and Associated utilities

- Materials Management Department (MMD) – handles repair and maintenance including regular disinfection/ sanitation (if necessary) of buildings owned by F2 Logistics, based on request of each Business Unit.
- Materials Management Department (MMD) – handles repair and maintenance including regular disinfection/ sanitation (if necessary) of warehouse manage by F2 Logistics and or as required by the client.
- Quality Assurance Department (QAD) – leads the annual Quality Workplace Audits.
- Safety, Health & Environment (SHE) Committee– Under the supervision of Quality Assurance Department (QAD), inspects the implementation of health protocols required by the government agencies, if necessary (see 2P-SHE-17.10, Workplace COVID-19 Prevention and Control Policy)

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2. Equipment

- Materials Management Department (MMD) – conducts regular Preventive Maintenance on Office and Material Handling Equipment for owned Assets and coordinated with Service Providers for rented assets.
- Information Technology (IT) Department – conducts annual Preventive Maintenance of Hardware and Software.

3. Transportation

- Regular preventive maintenance of all company owned trucks and company cars.

4. Information and communication technology

- Information Technology (IT) Department – ensures daily back-up of all files on server.
- Technical Support personnel shall ensure back-up of information and communication data.

References:

MMD- Accomplishments Report, Service Request, Purchase Requisition, Fixed Asset Transfer Accountability, and Preventive Maintenance of Equipment

QAD- Quality Workplace Standards and Reports

Government Audit Reports


IT- Back-up files monitoring

Fleet- Preventive Maintenance Schedule (Company owned vehicles)

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7.1.4 Environment for the Operation of Processes

F2 Logistics shall determine, provide, and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services.

Quality Workplace Audit shall be conducted annually which covers the following:

1. Personnel
2. Office
3. Comfort Room
4. Pantry
5. Lobby
6. Conference Room
7. External Areas outside the building
8. Programs: Safety, Health and Risk
9. General (Common Areas)

Good Warehousing Practices (GWP) & Good Distribution Practices (GDP) Audit and Depot Security Requirement (DSR) Audit shall be conducted based on the requirement which covers the following:

1. Personnel & Practices
2. Buildings, Facilities & Grounds
3. Tools & Equipment

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4. Sanitation, Pest Control & Hygiene
5. Quality Control
6. Management Responsibilities and Responsiveness
7. Warehousing & Distribution
8. Safety & Security

Category	Frequency	Person In- charge
Quality Workplace	Annually	QA In-charge/ IQA
Records Audit	Annually	QA In-charge/ IQA
Mission-Vision-Values-Quality Policy (MVVQ)	Annually	QA In-charge/ IQA
Good Warehousing Practices (GWP) & Good Distribution Practices (GDP)	Weekly/ Monthly/ Annually	Compliance Officer/ QA In-charge/ IQA
Depot Security Requirements (DSR)	Semi- Annual	Compliance Officer/ QA In-charge/ IQA

F2 Logistics shall conduct psychological activities such as:

- stress-reducing such as monthly mass, rosary crusade, health awareness, volleyball clinic, rewards and recognition
- burnout prevention such as toastmaster, sports fest, physical exercise, zumba and team building

References:

PEP Calendar


Quality Workplace Audit and Results

HR- Calendar of Activities

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7.1.5 Monitoring and Measuring Resources

7.1.5.1 General

Freight

The weighing scale for air shipment shall be needed to ensure valid and reliable monitoring and measuring results and is used for evidence of conformity of services.

F2 Logistics uses the weighing scale to monitor the weight of cargoes. As part of control, to ensure correct weight, F2 Logistics require a copy of certificate of calibration from supplier.

Warehouse

The weighing scale, thermohygrometer, and lux meter shall be needed to ensure valid and reliable monitoring and measuring results and is used for evidence of conformity of products stored inside the warehouse.

F2 Logistics warehouse uses the weighing scale upon receiving/dispatching to monitor the weight of products required to weigh. As part of control, to ensure correct weight, F2 Logistics require a copy of certificate of calibration from supplier.

F2 Logistics warehouse uses the thermohygrometer to monitor the temperature inside the warehouse to ensure good condition of the products. As part of control, to ensure correct temperature reading, F2 Logistics require a copy of certificate of calibration from supplier.

F2 Logistics also uses the lux meter device to monitor the lux reading and to ensure that the warehouse has adequate lighting and performing based on the requirements. As part of control, to ensure correct lux reading, F2 Logistics require a copy of certificate of calibration from supplier.

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References:

Certificate of Calibration

Monitoring records

7.1.6 Organizational Knowledge

F2 Logistics shall determine the knowledge necessary for the operation of its processes and to achieve conformity of services. Organizational knowledge is normally shared during meetings.

Every month and or as needed, immersion schedule shall be held for new hires covering the organizational chart, main functions, and overview of policies and procedures of each relevant department per business unit. Job orientation shall be done to ensure detailed knowledge regarding the employee's functions.

Training Needs Assessment shall be conducted for all concerned personnel. In Addition, Training effectiveness is performed through the semi-annual performance evaluation.

To further ensure organizational knowledge, Quality Manual, Quality Plan, Process Risk Assessment Matrix, Policies and Procedures, Job Descriptions, Key Performance Indicators, Records Retention Schedule and Quality Assurance Documents are included in the Intranet and or respective site.

Clearance shall only be given to separating employees after they have completed the turn over and exit interview.

In Addition, Buddy system and succession plan are implemented to ensure continuity of operations.

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References:

Job Induction

Job Description

Immersion Program and Schedule

Training Needs Assessment

Training Calendar of Activities and Training Score Card

Clearance & Exit Interview

Keyman Audit/ Succession Plan

Minutes of the Meeting

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7.2 Competence

Competencies shall be identified per position. Each employee shall be assessed of their current competency level. If there is a gap versus competency requirements, actions shall be done to meet them- such as trainings, immersion, or coaching.

References:

Training Needs Assessment

CBS Assessment

Performance Evaluation

Recruitment, Selection and Placement Policy

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7.3 Awareness

All employees of F2 Logistics shall be aware of:

1. The Mission, Vision, Values and Quality Policy which are deployed through email every 1st week of the Month, ID Cards, Posters, Website and Intranet.
2. Key Performance Indicators through monthly review.
3. Their contribution to the effectiveness of the Quality Management System (QMS) including the benefits of improved quality performance discussed through monthly meetings.
4. The implications of not conforming to the QMS requirements through monthly meetings.

Assessment of which shall be part of Mission, Vision, Values and Quality Policy (MVVQ) Audits which will be held annually.

References:

Emails

ID Cards, Intranet, F2 Logistics Website and Posters

Minutes of Meeting

MVVQ Audit Result

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7.4 Communication


F2 Logistics shall determine the internal and external communications relevant to the QMS including:

- Department
- What it will communicate
- When to communicate
- With whom to communicate
- How to communicate
- Who communicates

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Department	What it will communicate	When to communicate	With whom to communicate	How to communicate	Who Communicates	Location
TOP MANAGEMENT	Business Direction	Monthly	Business Unit / Branch Heads	Meeting/Presentation	SVP / CRO-CFO EVP & COO Chairman, President & CEO	All locations
	Budget	Annually	SVP / CRO-CFO EVP & COO Chairman, President & CEO	Meeting and Presentation	Department Heads	All locations
	Expectation Setting	As needed	Suppliers	Meeting and Emails	SVP/ CRO-CFO EVP & COO	All locations
	Mancom Report	Monthly	SVP / CRO-CFO EVP & COO Chairman, President & CEO	Meeting and Presentation	Department Heads	All locations
	Programs/Events/ Campaign	As needed	Employees	F2 Community Group (Viber)/ Email	Program Heads	All locations
SALES	Business Review	Major Account: Monthly Minor Account: As needed	Client	Meeting and Presentation	Sales	Manila, Cebu, Davao
	SOP	Prior to initial movement	All Concerned Departments and Branches	Email / Meeting / Cross-Platform Messengers	Sales incharge/ Account Owner	Manila, Cebu, Davao
	Management Report	Monthly or as scheduled	Top Management	Meeting	Department Head	Manila, Cebu, Davao
	Result of KPI (Sales)	Monthly	Team	Meeting	Department Head	Manila, Cebu, Davao
CUSTOMER EXPERIENCE	Cargo Status Report	As needed	Client	Emails	Customer Experience Specialist (CXs)	Manila, Cebu, Davao
	SOP	As needed	Branches	Emails/ Telecon	CXD In-charge	Manila, Cebu, Davao
	Pre-alert	As needed	Branches	Emails / Cross-Platform Messengers	CXD In-charge	Manila, Cebu, Davao
	Vessel Carrier Schedule	As needed	Client	Emails / Cross-Platform Messengers	CXD In-charge	Manila, Cebu, Davao
	Rate Proposal	As needed	Client	Emails / Cross-Platform Messengers	Customer Experience Specialist (CXs)	Manila, Cebu, Davao
	Issues & Concerns	As needed	Concerned Department	Meeting/Email	Customer Success Advisor/Manager	Manila, Cebu, Davao
	Result of KPI	Monthly	Team	Meeting	Department Heads	Manila, Cebu, Davao
OPERATIONS	Pre-alert	As needed	CXS/ Branches/ Agents	Email/ Sms / Cross-Platform Messengers	Operations	Manila, Cebu, Davao
	Pick-up & Delivery Update	As needed	CXS/ Branches/ Agents	Email/ Sms / Cross-Platform Messengers	Operations	Manila, Cebu, Davao
	Management Report (Such as Leaders meeting report, mancom and KPI)	Weekly and Monthly	Top management	Meeting/ Presentation	Operations in- charge	Manila, Cebu, Davao
	Result of KPI	Monthly	Operations Team	Meeting	Operations Head	Manila, Cebu, Davao
FINANCE	Coordination Meeting	Weekly / As needed	Departments/ Client	Meeting / Email	Finance Members	Manila
	Management Report	Monthly	Top Management	Mancon	Department Heads	Manila, Cebu, Davao
	OCFO Meeting	Weekly or as scheduled	Finance Leaders	Meeting	Finance Leaders	Manila, Cebu, Davao
	Leaders Meeting	Weekly	Departments Leaders	Meeting	Department Heads	Manila, Cebu, Davao
	Collectors Meeting / Credit Com	Monthly	Credit & Collection Department	Meeting	Department Heads	Manila
	Collection Advisory/Reminder	Monthly	Clients	Email/Cross-Platform Messengers/Meetings	Credit & Collection Department	Manila, Cebu, Davao
	Result of KPI	Monthly	Team	Meeting	Department Heads	Manila, Cebu, Davao

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References:

Presentation materials, minutes of meetings and email communications

7.5 Documented Information

7.5.1 General

F2 Logistics's Quality Management System (QMS) documentation shall include the Quality Manual, Quality Plan, Process Risk Assessment Matrix, Policies and Procedures, Job Descriptions, Key Performance Indicators, Records Retention Schedule and Quality Assurance Documents.

7.5.2 Creating and Updating

When creating and updating documented information, F2 Logistics shall ensure through Documentation Procedure, appropriate Identification and description (e.g. title, date, author or document number), format and media (e.g. electronic and paper for the original copy) and review and approval for suitability and adequacy.

References:

Documentation Procedure

Document Control Log

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7.5.3 Control of Documented Information

7.5.3.1 Documented information required by the QMS and by ISO 9001 standard shall be controlled to ensure:

1. The availability of the approved documents posted on intranet and suitable for use
2. The document is protected from loss of confidentiality, improper use or loss of integrity through the use of control form and monitored in Document Control Log.

For the control of documented information, F2 Logistics shall have a procedure on documentation to address the distribution, access, retrieval, use, storage and preservation, including preservation of legibility, control of changes as well as retention and disposition.

In addition, to ensure the confidentiality of the customer/account data and information, Quality documents such as Policies and Procedures/ Standard Operating Procedures/ Operating Guidelines, Key Performance Indicators, Process Risk Assessment Matrix, Job Descriptions, and Records Retention Schedule is kept by respective **warehousing** site (Hard copy with sign of the authorized signatories) and Quality Assurance department (soft copy) only. Any reproduction of the warehouse quality documents shall go through approval of Document and Data Controller, Quality Assurance Manager, Quality Council Area Head and Quality Team leader.

Documented information of external origin shall determine by the F2 Logistics to be necessary for the planning and operation of the QMS shall be identified as appropriate, and controlled by concerned department.

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References:

Documentation Procedure

Records Retention Schedule

Externally Generated Documents


Document Control Log

Control Form

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8.1 Operational Planning and Control

F2 Logistics shall plan, implement and control the processes needed to meet the requirements for the provision of services, and to implement the actions guided by the quality plan identified per key process, aside from the policies and procedures. Quality Plans include:

- a) Key Support Service Process Name
- b) Item to be Controlled
- c) Dimension
- d) Standard
- e) Person Responsible
- f) Control Methodology
- g) Procedure Code or other type of documents

F2 Logistics shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

F2 Logistics ensures that outsourced processes are controlled through performance evaluation, monitoring and meeting with external provider.

References:


Quality Plan

Policies and Procedures

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Process Risk Assessment Matrix

Records Retention Schedule

Selection, Accreditation and Evaluation of External Provider

8.2 Requirements for Services


8.2.1 Customer Communication

F2 Logistics communicates with customers through email, sales visit and client call. Customer feedback shall obtained through Customer Relationship Management (CRM), customer satisfaction survey, handling of inquiries, including customer complaints are practices implemented to communicate with customers. Handling or controlling customer property shall be done by implementing contingency actions, SOP and or Guidelines for Nonconforming Output and documented using NCAR. Also F2 Logistics shall ensure that cargo is intact and products stored inside the warehouse is in good condition.

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8.2.2 Determining the requirements for Services

Freight Forwarding:

F2 Logistics, through its Sales and Customer Experience determine the requirements for services to be offered to customers and ensure that the requirements for the services are defined, including Statutory and Regulatory requirements.

Warehousing:

F2 Logistics warehousing accounts through its Sales which determine the requirements for services to be offered and In the site, business review/operational review with customer are defined, including statutory and regulatory requirements and other requirements such as gwp/gdp compliance.

8.2.3 Review of the Requirements for Services

8.2.3.1 F2 Logistics shall ensure that the ability to meet the requirements for services to be offered to customers is met and served. F2 Logistics conducts planning and or department meeting before committing to supply services to a customer.

F2 Logistics shall ensure that the contract or SOPs differing from those previously defined are resolved through weekly meetings. Customer's requirements are confirmed by F2 Logistics before acceptance.

8.2.3.2 F2 Logistics shall retain documented information on the review, as applicable through minutes of the meeting and emails.

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8.2.4 Changes to Requirements for Services

F2 Logistics shall ensure that all relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for services are changed through meeting and updating the status on F2 system.

References:

Emails

Minutes of the Meeting

F2 System


SOP

8.3 Design and Development of Products and Services - Not Applicable

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8.4 Control of externally provided processes and services

8.4.1 General

F2 Logistics shall ensure that externally provided processes and services conform to requirements.

Supplier/ Vendor

- Purchase Request shall be done through Purchase Request form which shall be approved by the department head and SBU head and submitted to MMD for Purchase Order Processing.
- Accreditation of Suppliers shall be done through request of Government Requirements such as DTI certificate, SEC certificate of Incorporation, BIR Registration, Company profile, List of their major customers and Supplier Accreditation Form.
- Criteria for the Selection of Suppliers for material vendor shall be based on material quality versus required specification from user, price, and credit terms and Criteria for the Selection of Suppliers for services is based on basic services offered and value added services **except for F2 truck alliances that will automatically selected as provider.**


Truckers/ Subcontractor

- Accreditation of Truckers/ Subcontractor shall be done through request of latest Company Profile, Company's Organizational Chart, Business Permit, SEC/ DTI Registration, BIR Certificate, DOLE Permit (if needed), latest Financial Statement (If any), latest list of clients including contact number, List of vehicles (including pictures) with corresponding OR/CR & capacity (Updated), and Copy of Cargo Marine Insurance and Truck Insurance Policy (Updated).

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F2 Logistics shall determine and apply criteria for the evaluation, selection, monitoring of performance, re- evaluation of external providers, based on their ability to provide processes or services in accordance with customer requirements.

References:

External Providers Performance Evaluation

Supplier's Accreditation and Evaluation

Contracts/ SOPs/ SLAs

8.4.2 Type and Extent Control

F2 Logistics shall ensure that externally provided processes and services do not adversely affect the company's ability to consistently deliver conforming services to its customers:


F2 Logistics shall ensure that externally provided processes remain within the control of its quality management system through periodic performance evaluation, and with the use of accreditation form for Suppliers.

F2 Logistics shall ensure that all accredited external provider are compliant with the requirements with the use of accreditation form. In addition, Materials Management Department (MMD) conducts supplier's meeting to align and determine the other services based on customer needs and Operations Team conducts performance evaluation for truckers.

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8.4.3 Information for External Providers

F2 Logistics shall ensure the adequacy of requirements prior to their communication to the external provider.

MMD communicates to external providers for its requirements for:

- a) Accreditation of External Providers and Criteria for the Selection of Suppliers
- b) The approval of Accreditation form, Quotations/ SLAs/ and or Contracts.
- c) Statutory and Regulatory Requirements such as DTI certificate, SEC certificate of Incorporation, BIR Registration, Company profile, List of their major customers and Supplier Accreditation Form.
- d) Control and monitoring of the external provider's performance is done through performance evaluation.
- e) Conducts supplier's meeting to verify/ validate the activities
- f) Performs verification at the external provider's premises, if needed.

References:

External Providers Performance Evaluation

Supplier's Accreditation and Evaluation


Contracts/ SOPs/ SLAs

MMD Guidelines in Purchasing, Accreditation, and Selection of Suppliers

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MMD Guidelines in Accreditation and Selection of External Providers

8.5 Service Provision

8.5.1 Control of Service Provision

F2 Logistics shall implement service provision under controlled conditions.

Controlled conditions include the following:


- a) The availability of documented information i.e policies and procedures, records such as key performance indicators and performance evaluation.
- b) The use of calibrated equipments:
 - I. Freight- weighing scale.
 - II. Warehouse- weighing scale, thermohygrometer and lux meter
- c) The use of policies and procedures and quality plan
- d) The use of F2 system and CRM (Freight)
- e) The observance of quality workplace standards and good warehousing practices to ensure suitable infrastructure and environment for the operation of processes.
- f) Use of job description, training needs analysis and semi- annual performance evaluation to help ensure competent personnel.
- g) The implementation of actions to prevent human error such as training and weekly meetings;
- h) The implementation of release and delivery activities following policies and procedures.

References:

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Policies and Procedures/ SOPs

Quality Plan

Key Performance Indicators

Performance Evaluation

Certificate of Calibration

Quality Workplace Standards

Job Descriptions

Training Needs Analysis

Semi- annual Performance Evaluation

Minutes of Meeting


F2 System

Customer Relationship Management (CRM)

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8.5.2 Identification and Traceability

F2 Logistics shall use any of the following to identify the status and outputs when it is necessary to ensure the conformity of delivering services.

Freight Forwarding:

- Master Bill of Lading (MBL) for Sea and Master Air Waybill (MAWB) for Air
- House Waybill (HWB)
- Proforma Waybill (PWB)
- Sales Invoice (SI)
- Cargo Incident Report (CIR)
- F2 system
- SAP Financial
- Purchase Request (PR) System
- Customer Relationship Management (CRM)

References:

Freight Forwarding:

Emails

Master Bill of Lading (MBL)

Master Air Waybill (MAWB)

House Waybill (HWB)

Proforma Waybill (PWB)

Sales Invoice (SI)

Cargo Incident Report (CIR)

F2 system


PR system

SAP Financial

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Customer Relationship Management (CRM)

Warehousing:

- Loading Guide
- Picklist
- Delivery Receipt
- Driver's Trip Report
- Incident Report
- Client's Software
- Bin to Bin Monitoring

References:

Warehousing:

Loading Guide

Picklist

Delivery Receipt

Driver's Trip Report

Incident Report


Client's Software

Bin to Bin Monitoring

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8.5.3 Property belonging to customers or external providers

F2 Logistics shall exercise care with property belonging to:

- Customers, such as cargo/stocks and related documents while it is under the company's control or being used by the company
- External Providers, such as presence of personnel from MMD while the service provider is attending to building maintenance.

F2 Logistics shall identify, verify, protect and safeguard customers' or external providers' property provided for use or incorporation into the products and services.

When the property of customer or external provider is lost, damaged or otherwise found to be unsuitable for use, F2 Logistics shall report this to customer or external provider and retain documented information on what has occurred.

8.5.4 Preservation

Freight Forwarding:

F2 Logistics preserve the outputs during service provision, to the extent necessary to ensure conformity of the requirements. Checker/ Warehouseman/ Operations In- charge ensures that the cargo is in good condition prior dispatching, and if cargo has been damaged, Cargo Incident Report (CIR) shall be provided by Checker

References:


Cargo Incident Report (CIR)

Proforma Waybill (PWB)

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Warehousing:

F2 Logistics preserve the outputs during service provision, to the extent necessary to ensure conformity of the requirements. Storage Team ensures that the stocks is in good condition and conforms to the client requirements prior dispatching, and if stocks has been damaged, Incident Report (IR) shall be provided by Teamleader/Supervisor/Operations In-charge.

References:

Incident Report (IR)

GWP/GDP Audit Result

8.5.5 Post- delivery Activity

Freight Forwarding:

F2 Logistics conduct post- delivery activity through its Customer Experience Specialist (CXS) from destination, CXS shall update the customer by sending cargo status report, then the signed Proof of Delivery (POD) must be sent to origin for billing preparation.

Warehousing:

F2 Logistics warehouses conducts post- delivery activities through its POD in charge by conducting follow-ups for the Delivery Receipt (DR) and through trucker's weekly and or monthly meeting.


8.5.6 Control of Changes

F2 Logistics shall review and control changes for service provision, to the extent necessary to ensure continuing conformity with requirements.

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References:

Business Review

Customer Satisfaction Survey

Customer Relationship Management (CRM)

F2 System

Records Retention Schedule

Policies and Procedures

Records


SOP

Emails

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8.6 Release of Services

F2 Logistics shall implement planned arrangements, at appropriate stages, to verify that the service requirements have been met. The release of services to the customer will not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

Freight Forwarding:

Documents needed:

- Pick- up (FCL)- Upon completion of the documents such as Proforma Waybill (PWB) and other documents provided by the shipper as per SOP (S.I, DR, STD), then loading to container and completion of the required documents such as House Waybill (HWB) for FCL then proceed to port.
- Pick- up (LCL)- Upon of completion of Proforma Waybill (PWB), the shipment shall be endorsed to designated warehouse and Receiving documents for monitoring and consolidation, then loading to container and completion of the required documents such as House Waybill (HWB) for FCL and Consolidation Manifest for LCL then proceed to port.
- Delivery (FCL & LCL)- Upon loading to port, Pre- alert will be cascaded to all branches and agents. Upon arrival of cargoes, branches and agents to pull out the container van then proceed to delivery to consignee together with the documents such as HWB, PWB, S.I and DR if any.

Process:


Pick- Up (FCL & LCL)

A Proforma Waybill for FCL and LCL pick-up services is prepared by Pick- up Representative or Client and signed to turn over to F2 Logistics Philippines Inc. and once served, dispatcher must update the

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F2 Booking Module. Indicate the actual Container Van Number and Carrier Booking Number if available.

Delivery (FCL & LCL)

Upon retrieval of Master Bill of Lading (MBL)/ Master Air Waybill (MAWB) of F2 Logistics Inc. sent by origin location, Destination Operations Agent/ Customer Service Representative shall acknowledge the receipt of pre- alert and shall coordinate with operations at the destination for truck allocation, book required truck and shedule pull out shipment from port then proceed to the warehouse to turn over pulled out and sort and performs actual piece count versus the quantity indicated in each PWB then Dispatcher at the destination shall plan delivery route and dispatch shipment based on the delivery leadtime for LCL Shipment. While for FCL shipment, Customer Service at destination shall call consignee to advise on their incoming delivery and provides estimated delivery date and time to the consignee, then trucker shall deliver the shipments to Ultimate Consignee/ Authorized Representative indicated in the Proforma Waybill, with signed F2 PWB as Proof of delivery copy and Sales Invoice (if needed or as required) and turn over the shipment to Ultimate Consignee/ Authorized Representative.

References:

Master Bill of Lading (MBL)

Master Air Waybill (MAWB)

House Waybill (HWB)

Proforma Waybill (PWB)

Sales Invoice (SI)


Delivery Receipt

Cargo Incident Report (CIR)

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F2 system

Warehousing:

Documents needed:

- Electronic- Receiving, Handling, and Storage Guidelines (E-RHSG)- Receive items in good quality based on guidelines such as product name, supplier, label, stacking height, packaging.
- Warehouse Picklist- upon generation of order, warehouse picklist is given to the picker to pick the stocks based on order and item handler/validator will validate the picked items.
- Loading Guide/Picklist- upon order processing, loading guide is generated for outbound checker's reference in loading the picked items from storage.
- Delivery Receipt (DR)- After loading of checked items to truck and validation of documents such as loading guide and picklist of the verifiers, delivery receipt (DR) is being prepared and given to trucker that will serve as gate pass.

References:

E-RHSG

Warehouse Picklist

Loading Guide

Delivery Receipt


8.7 Control of Nonconforming Outputs

- 8.7.1** F2 Logistics shall ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

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Freight Forwarding

Nonconforming outputs include (but not limited to);

- Misrouted Cargo
- Late Delivery
- Offload/ Shut-out
- Damaged cargo
- Over/Short landed
- Pilferage

Warehousing


Nonconforming outputs include (but not limited to);

- Over/ Short picked
- Out of stock
- Damaged items
- Late dispatching
- Expired items
- Pilferage

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F2 Logistics takes appropriate action based on the nature of the nonconformity and its effect on the conformity of services. This also apply to nonconforming services detected after delivery of cargoes, during or after the provision of services.

References:

Emails

NCAR Reports

Incident Reports

Guidelines and Procedures for Nonconforming Outputs

For warehousing, refer to PRAM

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9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General

F2 Logistics shall determine the control methodology through the use of Quality Plan, Process Risk Assessment Matrix, Management Review, and Monthly meetings to monitor and measure the different processes.

F2 Logistics shall evaluate the performance and the effectiveness of the Quality Management System (QMS) during Management Review.

Appropriate documented information as evidence of the results shall be retained.

References:

Quality Plan

Process Risk Assessment Matrix


Management Review Presentation material

Minutes of the Meeting

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9.1.2 Customer Satisfaction

F2 Logistics shall monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled through Customer Satisfaction Survey. A Customer Survey Questionnaire shall be sent to all customers annually. Concerned Department/Personnel will prepare Root Cause Analysis and Action Plans to address the concerns of the customers and the recommended actions shall be presented to top management, and their closure shall be monitored.

Business Review is conducted to major accounts and or upon request of Customer to identify strengths and opportunities for improvement.

References:

Result of Customer Satisfaction Survey

Action plans to address areas for improvement mentioned in the Survey

Minutes of the Meeting of Presentation to the top management


Business Review

Customer Relationship Management (CRM)

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9.1.3 Analysis and Evaluation

F2 Logistics shall analyze and evaluate data on the attainment of KPI Reviews, Results of Customer Satisfaction Survey, Management Review, Conduct of Audits, Business Review, Process Risk Assessment Matrix and External Providers Performance Evaluation.

References:

Key Performance Indicators – F2 Logistics

Key Performance Indicators - Shared Services

Key Performance Indicators of truckers and monitoring of performance of other external providers

Result of Customer Satisfaction Survey


Minutes of Meeting, Emails that show planned or actual actions in lieu of low KPI scores.

Business Review

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9.2 Internal Audit

- 9.2.1** F2 Logistics shall conduct internal audit annually, to provide information whether the QMS conforms to its own requirements and QMS requirements, In addition, it seeks to verify if the existing QMS is effectively implemented and maintained.
- 9.2.2** Quality Assurance Department (QAD) and with coordination to the IQA Team Leader leads the Internal Quality Audit (IQA) in the Planning, Conducting, Reporting and Follow-up. The IQA Team follows the policies and procedures in conduct of audit, from scheduling, conduct of audit until resolution of findings. The auditees/leaders take appropriate correction and corrective actions without undue delay and retain documented information.

References:

IQA Plan/Schedule

List of Auditors and their attendance to IQA Training

IQA Training Certificate

IQA Checklist

IQA Report


Nonconformity and Corrective Action Reports (NCAR)

Internal Quality Audit Procedure

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9.3 Management Review

9.3.1 General

Top management reviews the organization's QMS during Semi-Annual ISO management review and if needed, Business Planning, Monthly Mancom meeting to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

The effectiveness of actions taken to address risk and opportunities, adequacy of resources and changes in external and internal issues shall be discussed during the monthly Mancom meetings.

9.3.2 Management Review Inputs


The QMS review shall be planned and carried out taking into consideration

1. The status of actions from previous QMS reviews
2. Changes in external and internal issues that are relevant to the QMS (Strategic Planning and Monthly Mancom meeting)
3. Information on the performance and effectiveness of the QMS, including trends in
 - a. Customer satisfaction and feedback from relevant interested parties (Monthly Mancom meeting)
 - b. The extent to which Key Performance Indicators have been met (Monthly Mancom meeting & every 3rd Week of the Month in Leaders' Meeting)

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- c. Process performance and conformity of products and services (Monthly Mancom meeting)
 - d. Nonconformities and corrective actions (As needed)
 - e. Monitoring and measurement results (Monthly Mancom meeting)
 - f. Audit results (As needed)
 - g. The performance of external providers (Monthly Mancom meeting)
4. The adequacy of resources (Monthly Mancom meeting)
5. The effectiveness of actions taken to address risks and opportunities (see 6.1)
- Opportunities for improvement (Strategic Planning)

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9.3.3 Management Review Outputs

The outputs of the QMS Review shall include decisions and actions related to:

1. Opportunities for improvement
2. Any need for changes to the QMS
3. Resource needs

F2 Logistics shall retain documented information as evidence of the results of the QMS reviews.

F2 Logistics shall consider the results of analysis and evaluation, and the outputs from QMS review to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

References:

Management Committee (Mancom) Meeting Presentation Materials

Mancom Meeting Minutes

Management Review Minutes of the meeting

References mentioned in 9.1.3 Analysis and Evaluation

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10.1 General

F2 Logistics shall determine and selects opportunities for improvement through the conduct of audit, management review, training needs assessment and performance evaluation in order to meet requirements, as well as addressed future needs and expectations and improve the performance of the effectiveness of the QMS. In addition, F2 Logistics shall join association such as Civil Aeronautics Board (CAB), Philippine Government Electronic Procurement System (PhilGEPS) and Philippine Shippers Bureau and participate in the business conferences such as Chamber of Commerce and Industry, Inc. in order to keep abreast of latest trends and updates. F2 Logistics shall update the Process Risk Assessment Matrix, if needed.

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	<h1 style="text-align: center;">Quality Manual</h1> <h2 style="text-align: center;">Improvement</h2>		Document Number: QM-11.10
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10.2 Nonconformity and Corrective Action

10.2.1 When a nonconformity occurs, F2 Logistics conducts root cause analysis which is documented in the NCAR Form and a follow-up is conducted by the IQA Team Members and for those arising nonconformity from complaints, it is conducted by the Customer Experience Specialist (CXS) In-charge to review the effectiveness of the corrective action implemented.

10.2.2 F2 retains documented information as evidence of:

1. The nature of the nonconformities and any subsequent actions taken
2. The results of any corrective action

References:

Process Risk Assessment Matrix (PRAM)

Nonconformity and Corrective Action Reports (NCAR) and related documented information

10.3 Continual Improvement

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F2 Logistics shall continually improve the suitability, adequacy and effectiveness of the QMS through conducts of audit, management review, performance evaluations of employees and external providers, review of KPIs and conduct of trainings. F2 Logistics shall consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

References:

Nonconformity and Corrective Action Reports (NCAR) and related documented information

Conduct of Audits

Management Reviews

Performance Evaluation of Employees and External Providers

Review of KPIs

Conduct of Trainings

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