

Republic of the Philippines
Department of Transportation
PHILIPPINE RAILWAYS INSTITUTE



PRI Office Order No. 13, series of 2024

**Revised Order Establishing the Quality Management System of the
Philippine Railways Institute and Ensuring its Effective Implementation
and Continual Improvement thereby Repealing Office Order No. 13, series of 2021**

WHEREAS, it is the policy of the Philippine Government to develop human resource capacities in the railway sector that would ensure its competence and compliance with the standards of practice and rules and regulations, taking into consideration the existing and new railway lines;

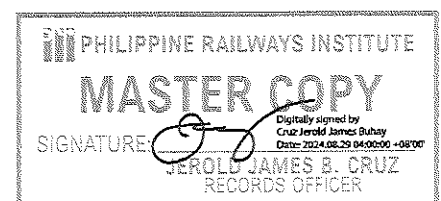
WHEREAS, Executive Order (EO) No. 96, series of 2019, otherwise known as “Establishing the Philippine Railways Institute under the Department of Transportation as the Planning, Implementing, and Regulatory Agency for Human Resources Development in the Railways Sector”, created the Institute as a research and training center under the Department of Transportation (DOTr);

WHEREAS, EO No. 605, s. 2007 or “Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program, Amending for the Purpose Administrative Order No. 161, s. 2006” seeks to effect improvement in public sector performance by ensuring the consistency of products and services through an effective Quality Management System (QMS);

WHEREAS, the PRI was selected as an agency beneficiary of the Government Quality Management Program (GQMP) for 2021, specifically in the Development of QMS Certifiable to ISO 9001:2015 Standards;

WHEREAS, a Memorandum of Agreement was entered into between the Development Academy of the Philippines and the Philippine Railways Institute (PRI) wherein the former shall provide technical assistance to the latter in establishing and implementing an effective QMS;

WHEREAS, the PRI recognizes its stakeholders’ high expectations in providing them high-quality products and services, specifically on the development and implementation of training courses that will ensure the railway personnel’s competence to safely operate and maintain the railway infrastructure projects in the country, thereby supporting the National Government’s initiative in nation building;



WHEREAS, these expectations can be better realized through an effective QMS, as the PRI commits to provide quality services and continually improve its QMS in conformity with the prevailing industry standards;

WHEREAS, a QMS Manual contains the PRI's policies and directions, as well as outlines its interrelated processes, to ensure that its services meet national and local laws, rules, and regulations, stakeholders' requirements, and its goals and objectives in a rational, efficient, and reliable manner;

WHEREAS, the PRI issued PRI Office Order No. 13, series of 2021 or "An Order Establishing the Quality Management System of the Philippine Railways Institute and Ensuring its Effective Implementation and Continual Improvement" ;

WHEREAS, with its established QMS, the PRI was conferred its ISO 9001:2015 Certification on 28 October 2022 and, since then, has regularly conducted its internal quality audit (IQA) and continuously improved its processes;

WHEREAS, the recently-concluded IQA revealed the need to revise the existing Manual to adapt with the current practices and introduce changes, thus, ensuring the continuous improvement of the PRI's processes and services;

NOW, THEREFORE, I, ANNELI R. LONTOC, Officer-in-Charge of the PRI and QMS Top Management, by virtue of the powers vested in me, hereby order that the PRI's QMS Manual be revised, promulgated, and adopted:

ARTICLE I

Coverage

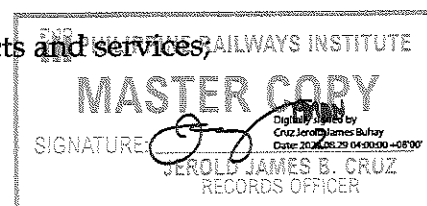
This revised QMS Manual shall define the policies and processes of the PRI to ensure the implementation of an effective QMS that is compliant with ISO 9001:2015 Standard.

ARTICLE II

Definition of Terms

Whenever used in this Order, the following terms shall have the respective meanings hereafter set forth:

- a. Administrative and Finance Section – also called the AFS, is responsible for the support processes pertaining to the PRI's operations and maintenance, asset/material management, and human resources management;
- b. Certification and Accreditation Division – also called the CAD, is responsible for the issuance of certificates and train driver's ID, and the conduct of accreditation and quality audits;
- c. Customer – refers to the recipient of the Institute's products and services;

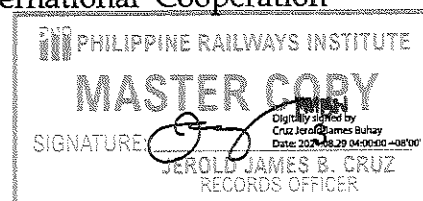


- d. Executive Director – also called the ED or the QMS Top Management, is in-charge of the PRI's day-to-day operations;
- e. Government Quality Management Program – also called the GQMP, is a national government-funded program that promotes quality improvement in the public sector created through the issuance of EO No. 605, Institutionalizing the Structure, Mechanisms, and Standards to Implement the Government Quality Management Program;
- f. Institute – also called the PRI, is the Philippine Railways Institute established under EO No. 96, s. 2019;
- g. ISO 9001:2015 Standard – is the ISO standard for quality management systems;
- h. Quality Management System – also known as the QMS, is a formalized system that documents processes, procedures, and responsibilities for achieving quality policies and objectives;
- i. Quality Management System Manual – also called the QMS Manual, is a document that describes an organization's quality management system;
- j. Quality Policy – a brief statement that aligns with the organization's purpose and strategic direction, provides a framework for quality objectives, and includes a commitment to meet applicable requirements of ISO 9001, stakeholder, statutory or regulatory requirements, as well as to continually improve the QMS;
- k. Research and Development Division – also called the RDD, has the main function of identifying, formulating, recommending, and advocating strategies on the development of human resource policies, plans, and strategies for the railway sector; and
- l. Training Division – also called the TD, is responsible for the formulation and development of training materials and curricula, as well as the conduct and management of training courses.

ARTICLE III Agency Profile

A. History

The establishment of the PRI is a joint initiative of the Governments of the Philippines and Japan through the latter's grant for a Technical Assistance Project. Pursuant to a Records of Discussion between the DOTr and the Japan International Cooperation



Agency (JICA) dated 18 January 2018, the DOTr was tasked to institutionalize the PRI with the assistance of the JICA Expert Team.

On 21 November 2019, the PRI was formally established through the issuance of Executive Order 96, series of 2019, by President Rodrigo Roa Duterte. The Institute is envisioned to complement the massive railway network development under the Build, Build, Build Program (now the Build, Better, More Program) by ensuring that the railway sector has a sufficient number of well-trained and competent personnel to properly and sustainably operate and maintain the existing, expanded, and new railway networks. The construction of the PRI's building, including the training facilities (900-meter training track and mock-ups of tunnel, station, bridge, signaling, communications, and power equipment), amounting to ¥6.4 billion were funded as a component of the Official Development Assistance loan for the Metro Manila Subway Project Phase I. The PRI's operations is further supported by grants such as the: (1) ¥1.2 billion grant for a full-size dynamic train simulator and 30 desk-based train simulators from the Japan's Ministry of Foreign Affairs; and (2) ¥690 million worth of technical assistance from JICA.

B. Mandate

The PRI serves as the planning, implementing, regulating, and administrative entity for the development of human resources in the railway sector to ensure efficient, reliable, and safe railway transportation services.

C. Mission

The PRI's mission is anchored on its three (3) major powers and functions:

1. to provide quality training with its innovative equipment, technology, and facilities;
2. regulate the railway workforce through certification and accreditation; and
3. conduct continuous research on human resource development in the railway sector.

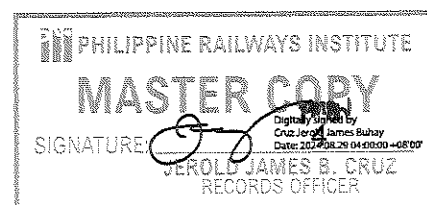
D. Vision

The PRI is a globally competitive and dynamic organization shaping high-caliber and competent railway personnel towards a safe, secure, reliable, and efficient railway transportation system.

E. Core Values

The PRI and the team working behind it are committed to practicing essential core values, ensuring that these principles are instilled in both our trainees and stakeholders alike, *to wit*:

1. integrity;
2. professionalism;



3. excellence;
4. safety-first mindset;
5. passenger-centered services; and
6. teamwork.

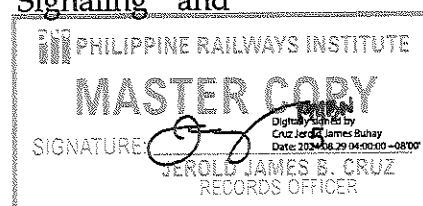
F. Organizational Structure

The PRI is headed by an Executive Director (ED) who shall be in charge of the day-to-day operations and is composed of three (3) divisions: (1) Training Division (TD), (2) Certification and Accreditation Division (CAD), and (3) Research and Development Division (RDD), each with the following functions:

1. Training Division

The TD shall be responsible in the development and design of training courses and curricula, training planning, crafting of training materials, and effective training management to ensure the competence of existing and new railway personnel. To effectively manage its services, the said division is further divided into five (5) sections: (a) Safety and Security Section or SSS; (b) Railway Operations Section or ROS; (c) Civil, Architecture, and Tracks Section or CATS; (d) Rolling Stock and Electrical Facilities or RSEFS; and (e) Institutional and Human Skills (IHSS). However, pursuant to PRI Office Order No. 7, s. 2021, the IHSS shall be under the supervision and control of the RDD. The following are the respective duties and responsibilities of the TD sections except IHSS:

- a. SSS - formulate and develop training curricula, materials, textbooks, and instructors' manuals involving railway safety and security, and deliver lectures on the same, implement safety and health standards, guidelines, and programs in the workplace, and monitor safety of all stakeholders during the conduct of the Institute's functions;
- b. ROS - formulate and develop training curricula, materials, textbooks, and instructors' manuals involving railway operations, and deliver topics primarily related to Fare and Ticketing Management, Passenger Management, and Commercial Train Driving;
- c. CATS - formulate and develop training curricula, materials, textbooks, and instructors' manuals, and deliver the majority of topics involving Tracks and Guideways Maintenance and Buildings and Facilities Maintenance; and
- d. RSEFS - formulate and develop training curricula, materials, textbooks, and instructors' manuals, and deliver the majority of topics involving Rolling Stock Maintenance, Signaling and



Communication Maintenance, and Power Supply and Distribution Maintenance.

The detailed powers and functions of the TD, and its sections, are respectively stated in Sections 8 and 9 of the Implementing Rules and Regulations (IRR) of EO No. 96, s. 2019 or DOTr Department Order (DO) No. 2020-005 and its amendment/s, if any.

2. Certification and Accreditation Division

The CAD has four (4) major functions: (a) certification of railway personnel; (b) issuance of train driver's ID; (c) accreditation of railway operator training facilities (ROTFs) and independent training centers (ITCs); and (d) conduct of external quality audit. Section 17 of DOTr DO No. 2020-005 discusses in detail the CAD's powers and functions.

3. Research and Development Division

Establishment of local and international partnerships and conduct of research and policy formulation/review are the major functions of the RDD. It has two (2) sub-sections to properly execute its duties and functions, *to wit*:

- a. IHSS – formulate and develop training curricula, materials, textbooks, and instructors' manuals, and deliver topics on Institutional Framework, Human Skills and Essential Values in the Workplace, and Technical Skills; and
- b. Planning and Research Section – conduct policy reviews, studies, and research in the field of human resources development for the railway sector.

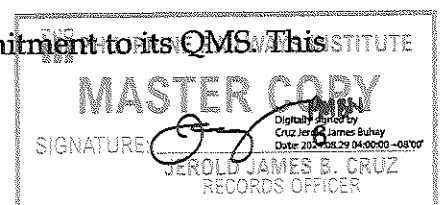
The detailed powers and functions of the RDD, and its sections, are stated in Section 39 of DOTr DO No. 2020-005 and its amendment/s, if any.

An Administrative and Finance Section (AFS) was also created under the Office of the ED to support the operations of the PRI. The AFS is primarily responsible for the support processes such as the financial matters pertaining to the PRI's operations and maintenance (O&M), asset/material management, and human resources management. Section 40 of the DOTr DO No. 2020-005 provides in detail the AFS' duties and functions.

A diagram of the PRI's organizational structure is herein attached as **Annex A**.

ARTICLE IV Quality Policy

The PRI's established Quality Policy serves as the overall commitment to its QMS. This



Quality Policy is made known to all employees and partners of the PRI, and reviewed for continuing suitability.

The Philippine Railways Institute as a research and training center mandated to develop the human resources in the railway sector commits to:

1. SERVICE EXCELLENCE - provide quality learning and development interventions that are appropriate to the needs and gaps of the railway sector, including the compliance with the generally accepted standards of practice, as well as rules and regulations pertaining to railway safety, operations, and maintenance;
2. COMPETENCE - ensure the railway personnel's competence and complement the investments in the railway transportation sector, through certification of the railway workforce and accreditation of Railway Operator Training Facilities and Independent Training Centers;
3. INNOVATIVE INTERVENTIONS - develop quality research for the continuous improvement of the railway workforce to maintain an efficient, reliable, and safe railway transportation services;
4. GOOD GOVERNANCE - comply with the requirements of the Department of Transportation and other applicable statutory and regulatory requirements and standards; and
5. CONTINUOUS IMPROVEMENT - continually improve its Quality Management System.

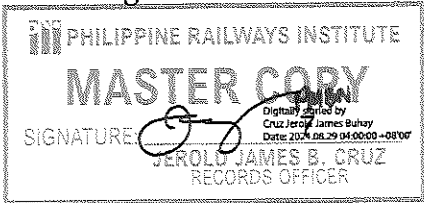
"We TRAIN people to move trains responsively, reliably, and safely."

The above-mentioned Policy shall be made accessible to all PRI personnel and stakeholders.

ARTICLE V
QMS Scope

All PRI processes are included in the implementation of its QMS: (a) management; (b) core such as training, certification and accreditation, and research and development; and (c) support. Moreover, all requirements of ISO 9001:2015 Standard are applicable to the PRI's QMS.

The PRI hereby adopts the Process Approach or the Plan-Do-Check-Act (PDCA) framework of the ISO 9001:2015 Standard in managing processes that are needed to provide reliable products and services to its stakeholders, and manage capacity to produce the desired outputs. This framework, with overall focus on risk-based thinking, enables the Top Management to develop a systematic method of assessing the external



and internal environment, and to implement the necessary processes for the improvement of the products and services provided to its citizens.

The PDCA may be initiated at any stage of the process during the **Check** stage by assessing the system’s current performance using applicable requirements of the ISO 9001:2015 Standard on performance evaluation. The results of these evaluations are fed into the PDCA cycle’s **Act** stage where the PRI initiates the necessary actions to address the opportunities for improvement. At the **Plan** stage, the Top Management plans the actions agreed on the previous stage and develops objectives, targets, and actions to address risks and opportunities. The needs and expectations of stakeholders and other relevant interested parties are important inputs to the plan. Hence, these are assessed by the PRI wherein the results are captured prior to planning. During the **Do** stage, objectives and planned actions are communicated throughout the PRI. New processes or changes to existing processes are implemented to ensure that agreed objectives are met.

A diagram of the PRI process map and matrix, which illustrates the scope of processes covered by the QMS, is hereby attached as **Annex B**.

ARTICLE VI
PRI Processes

The management, core, and support process of the PRI are as follows:

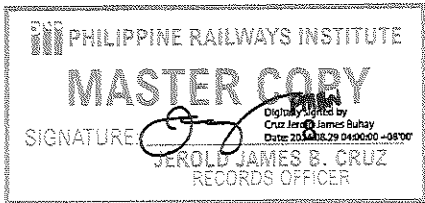
A. Management Processes

Management processes define the procedures on the type of decision-making, as well as forging agreements and liaising with stakeholders and relevant interested parties. These include processes relating to the: establishment and review of strategic directions and objectives; provision of internal and external communication mechanisms; management of customer feedback; internal audit; data gathering for performance review and analysis; and improvement of the effectiveness and efficiency of the PRI’s QMS.

The PRI’s management processes include: (1) Planning; (2) Leadership and Governance; (3) Evaluation; and (4) Continual Improvement.

1. Planning

This process takes into account the directives of the DOTr Secretary, international and local development partners in the railway sector, historical and latest available data, and other information relevant to the operations of the PRI, including relevant new and existing laws, rules, and regulations.



a. Business Planning

The annual business planning is done by the Top Management and Management Committee to set the PRI's goals and objectives for the year, methods by which they are attained, and the time frame.

b. Strategic Planning

The strategic planning is conducted before each semester ends with the RDD as the lead and attended by all PRI personnel. During the said planning process, the projects, programs, and activities are identified, including the responsible division / section / committee / team / personnel, required budget, and timeframe for implementation. Strengths, Weaknesses, Opportunities, and Threats Registry, risk assessment, objectives and targets (MFO, OPCR, DPCR) are prepared by the Institute during the strategic planning.

c. Risk Planning

The PRI includes risk planning activities during its semi-annual strategic planning. The guideline for the risks and opportunities planning is herein attached as **Annex C**.

2. Leadership and Governance

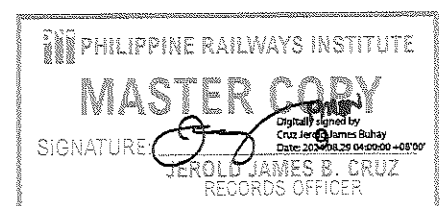
This process pertains to the formulation of policies intended for the PRI and the stakeholders through issuance of Orders and Operational Manuals, and Circulars, respectively.

a. Internal Policies (Orders)

The Top Management decides on which processes within the organization should be standardized into an internal policy. Once decided, the drafting and review of these internal policies are lodged with the CAD. All divisions and section personnel are consulted during the review process.

b. Internal Policies (Operations Manuals)

The step-by-step processes needed to provide services and produce outputs shall be outlined by the respective committees/teams into manuals, which shall serve as guide to concerned personnel. These shall be reviewed by the concerned committee/head head and Division Chief.



c. External Policies (Circulars)

External policies or those applicable to the stakeholders pertain mostly to guidelines relative to the conduct of the PRI's training courses, accreditation of RO training facilities and independent centers, and other matters requiring the issuance of Circulars under the IRR. Akin to the Orders, the Top Management oversees the drafting and review process, while the CAD leads the said task. All PRI personnel are likewise consulted in the review process, together with the external stakeholders.

d. External Policies (Department Orders)

Department Orders (DOs), initiated by the PRI, are issuances relative to the PRI's mandate to develop the human resources in the railway sector, including those applicable to the railway O&M, which are initially drafted, reviewed, and facilitated by the PRI, and eventually signed by the DOTr Secretary. DOs seeking to improve the PRI's provided services shall be lodged with the CAD, with the Top Management overseeing its review process. All PRI personnel are consulted in the review process, together with the external stakeholders.

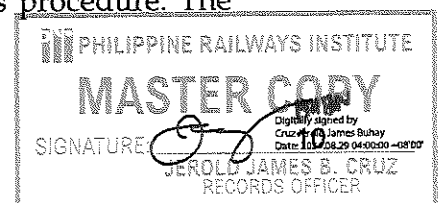
3. Evaluation

The evaluation process aims to provide a mechanism to measure the performance of the PRI personnel and the processes they perform and undertake. The output of this process is used as an input to the next management process, continual improvement.

a. Performance Management and Review

This pertains to the review of projects, Strategic Plan, Office Performance and Commitment Review (OPCR), Division Performance and Commitment Review (DPCR), Individual Performance and Commitment Review (IPCR), and other inputs of Clause 9.3 of the ISO 9001:2015 Standard.

The Top Management uses two (2) evaluation procedures to measure the PRI personnel's performance. The first is the Strategic Performance Management System (SPMS) that is implemented by the DOTr-SPMS Team to the whole organization, including agencies under its administrative supervision. Every start of the semester, the PRI submits SPMS documents as requested by the DOTr-SPMS Team. This includes performance and commitment review ratings of the previous semester (OPCR, DPCR, IPCR) and performance targets for the next semester. A review of the customers' feedback shall also be included in this procedure. The



second evaluation procedure, an initiative internal to the PRI, is the peer review that is also done semi-annually.

The results of the two (2) performance evaluation procedures are the basis of the Top Management in formulating learning and development interventions.

b. Internal Quality Audit

The annual internal quality audit (IQA) is conducted to ensure that all divisions and offices of the PRI are compliant with the established Circulars and Orders. If non-conformities are identified, corrective actions must be made within the prescribed time. The CAD shall be responsible for overseeing this process. The procedure for the conduct of the internal quality audit is hereby attached as **Annex D**.

4. Continual Improvement

This process pertains to activities undertaken in response to the results of the evaluation process above. In particular, continual improvement shall be done through:

a. Control of Nonconformities and Corrective Actions

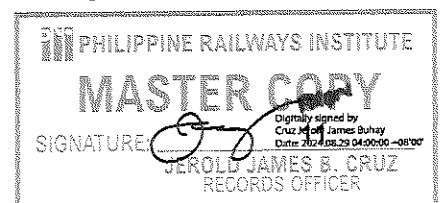
Nonconforming outputs are products and services that do not meet the standards of the Institute. They shall be identified and, where applicable, addressed accordingly to prevent recurrence. The procedure for the control of nonconforming outputs is herein attached as **Annex E**, which shall contain the guidelines for identification, evaluation, corrective action, and monitoring of nonconforming outputs.

b. Customer Satisfaction and Feedback

The Institute shall make use of appropriate mediums to determine, monitor, and analyze stakeholder feedback on its processes, services, and outputs to determine the degree by which the Institute is able to meet their expectations, as well as identify areas for improvement. Attached herein as **Annex F** is the guideline on the collection of customer feedback.

B. Core Processes

The PRI's core processes include all those that have direct interaction with the PRI's stakeholders with the intention of delivering services as mandated by EO 96, s. 2019,



and consist of its three (3) major functions: (1) training, (2) certification and accreditation, and (3) research and development.

The TD is responsible for the design and delivery of training services including training planning & design, and training delivery and management. On the other hand, processes under the CAD include the issuance of certificates, train driver's ID issuance, accreditation of ROTFs and ITCs, and external quality audit. Lastly, the RDD is responsible for the establishment and management of partnerships and conduct of research and policy formulation and review.

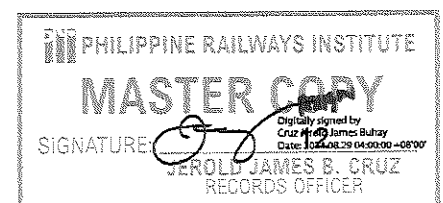
1. Design and Delivery of Training Services

a. Training Planning and Design

This process focuses on formulating and developing the training curricula, courses, and plans for the railway personnel. The TD conducts training needs analysis to identify the competency gaps in the railway O&M. The results of the said analysis shall then be used to draft the curriculum, which is further developed through a series of consultation meetings with different stakeholders such as railway operators (ROs), government agencies, and learning institutions. Thereafter, the training materials such as textbooks, PowerPoint presentations, handouts, and assessment tools, among others, are drafted or improved. Once the training curriculum and materials are set, the TD then plans and prepares for the conduct of various training, taking into consideration the available resources, materials needed, and timetable.

b. Training Delivery and Management

This process focuses on the conduct of training courses for railway personnel such as Refresher Training (RT), Fundamental Training (FT), Capacity Development Training (CDT), and Supervisory/Management Training (SMT) Courses. To deliver the service, the TD identifies the training requirements for the conduct of each training course such as textbooks, handouts, presentations, assessment tools, facilities, training platforms, and other relevant training materials. After which, the TD performs coordination with different stakeholders regarding the list of trainees who will undergo the PRI's training courses. The list of trainees sent to the PRI are evaluated and screened based on the accomplished Training Application Form (TAF) vis-a-vis the requirements of DOTr DO No. 2020-005, and its amendments if any, and relevant PRI Circulars, and once found to be qualified, the trainees shall be included in the Master Training Profile. The TD will then prepare an official list of qualified trainees based on the approved TAF and submit it to the ED.



The TD then conducts the training with an assigned instructor based on his/her expertise. A monitoring report is maintained during the training to document all activities conducted including all of the trainees' concerns. After the training, the TD administers a set of training evaluations to assess the conduct and delivery of the training, including the instructors' performance, learning environment, and materials.

The TD also prepares and administers the required Comprehensive Examination (CE), both written and practical examinations, to trainees who completed the training course through the Examination Committee. The latter shall then submit the accomplished CEs to the CAD. Once the CE results are released by the CAD, through the Assessment Committee, the TD informs the ROs' coordinators on the status of the examinees. Thereafter, to recognize the successful trainees' qualifications and competency, the TD conducts commencement exercises.

2. Certification and Accreditation

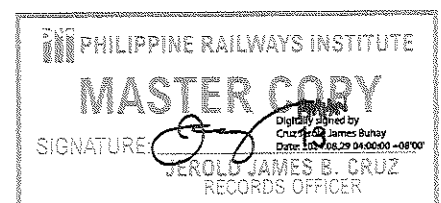
a. Issuance of Certificates

This service refers to the confirmation of the trainees' eligibility to be issued Certificates of Competency from the PRI upon completion of the latter's training courses and the required examination, whichever is applicable, processing of certificates, and distribution of the same.

This process shall take inputs from the Assessment Committee with the CE results, and lists of successful and unsuccessful trainees. The list of successful trainees indicates the trainees who passed all training requirements and examinations. Otherwise, a list of unsuccessful trainees is attached to the CE results. These results and lists shall be used by the CAD in the review and final approval of the Certificates of Competency, which shall then be signed by the ED and released to the ROs.

b. Issuance of Train Driver's ID

Once the train drivers completed their RT Course or FT Course, whichever is applicable, and the Systems Training Course with their respective ROs, and submitted the documentary requirements, the application for a train driver's ID commences. The said ID serves as the driver's identification, which specifies the driver's type, ID card number, date of issuance and expiry, and other information specific to the driver. This service pertains to its application, processing, issuance, and distribution.



The inputs to this process are the submitted documents from the applicants such as the accomplished Application Form, Certificates of Competencies, medical certificate, and other documents in accordance with relevant PRI Circulars. These documents shall then be evaluated based on their completeness and authenticity, and subsequently printed out to be sent to the ROs. The CAD shall also process appeals, denials, and recommendations to the said applications.

c. Accreditation and External Quality Audit of ROTFs and ITCs

Accreditation

This service refers to the accreditation of ROTFs and ITCs for the conduct of the FT Course and ST Course for train drivers.

The process shall take the inputs from the ROTFs and ITCs on various documents as stipulated in Section 31 of DOTr DO No. 2020-005 and its amendments, if any. These documents shall then be evaluated by the CAD as to their completeness and veracity, and if found to be compliant, signed accreditation papers shall be issued by the ED upon recommendation by the CAD Chief. Otherwise, the ROTFs and ITCs shall be notified by the CAD on the lacking documents.

External Quality Audit

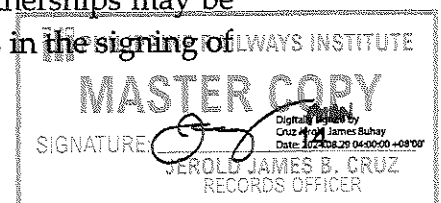
This service refers to the annual audit done by the CAD to the accredited ROTFs and ITCs conducting FT Course and ST Course (for train drivers only) to ensure that they comply with the PRI's set standards.

The process shall be done annually based on the previously conducted audits. The inputs for the said process shall be audit reports, non-conformity reports, and corrective action reports, if any of these are available. The external quality audit shall take these inputs as reference information, and shall generate the same documents as outputs, with the non-conformity reports and corrective action reports to be generated as necessary.

3. Research and Development

a. Establishment and Management of Partnerships

This process pertains to the PRI's external affairs to achieve a common goal with the stakeholders towards the improvement of the human resources outside of training. The partnerships may be formal or informal. The formal partnership results in the signing of



Memoranda of Understanding/Agreement, while the informal partnership is evident by the regular meetings conducted, such as the multi-sectoral meeting done at least once a year. The RDD submits a report on the partnerships semi-annually, detailing the achievements, monitoring, and evaluation.

The quality of human resources defines the quality of research performed and is the prerequisite for the development of new knowledge and technologies.

i. Coordination with Relevant Government Agencies

The need for coordination with relevant government agencies is to ensure that the PRI is aligned with the existing education and training policies and programs of the Government for the human resources of the railway sector.

ii. Coordination with the ROs

Recognizing the ROs' vital role, the PRI closely engages them in the formulation of the new policies, programs, and processes to ensure that the operation and maintenance of the railway system is safe, secure, reliable, and sustainable.

iii. Coordination with the Academe

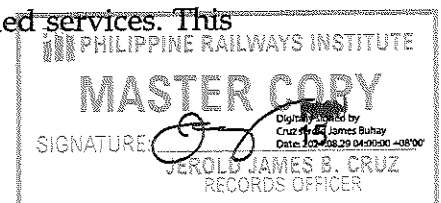
The PRI, being an institution of learning for the railway workforce, collaborates with the academe in the development of the sector's human resources to ensure that the needed technical skills, attitude, values, and competencies of the railway personnel are aligned, embedded, and promoted as mandated by E.O. No. 96, s. 2019.

iv. Coordination with International Institutions

The need for coordination with relevant international organizations arises from existing policies, mandates, or programs of the PRI that need to be further developed/improved. Through a series of consultation meetings, both parties agree to a resolution pertaining to the area/s of cooperation.

b. Conduct Research and Policy Formulation/Review

This service refers to policy or research outputs (e.g., DO) developed by the RDD such that, when implemented or adopted, shall influence the railway sector and/or workforce in general. Not included in this service are policy or research output that are intended for the improvement of the PRI's provided services. This



process is conducted as the need arises, with the inputs from the trainees' re-entry plans, analysis of available data, benchmarking, directives from the Top Management and the DOTr, and implementation of new statutes or amendment of existing ones. The output is a policy recommendation to the concerned agency.

i. Knowledge and information management

Through systematic recording, documentation, and housekeeping, the PRI properly manages all its existing and upcoming knowledge information that are essential in attaining efficient work performance and delivery of programs. As such, the PRI shall develop and maintain its own learning management system, e-library, knowledge products, and knowledge services, among others, that will facilitate development of the human resources in the railway sector.

C. Support Processes

Support processes are performed to ensure that the PRI has adequate resources needed to perform its processes. Since the PRI is under the administrative supervision of the DOTr, the support processes must be aligned with the latter's existing processes.

1. Financial Management

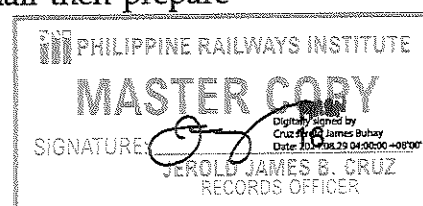
This process pertains to the planning and management of financial resources in order to support the implementation of the PRI's various projects, programs, and activities (PPAs). Through budgeting, the PRI can prioritize and put into action the PPAs it seeks to implement within its financial capability. The process includes the preparation of yearly budget proposals, with CY Budget Proposal (Annex B) and CY Forward Estimates Budget Proposal (Annex B-1) Summary containing the expenditure class as identified below:

- Personnel Services;
- Maintenance and Other Operating Expenses;
- Financial Expenses; and
- Capital Outlays (Non-Infrastructure).

The major processes performed are as follows:

a. Budget Call

The budget call kickstarts the preparation of the budget in accordance with the guidelines and procedures set by the Department of Budget and Management, in coordination with the DOTr-Budget Division. Each division and AFS shall then prepare



its budget for the year taking into consideration its PPAs, as a result of its planning process.

b. Creation of the Consolidated Budget Proposal

In coordination with the RDD, CAD, and TD, the AFS consolidates the budget proposal. In this process, the following documents shall be verified prior to drafting of Budget Execution Document:

- i. Strategic Plan;
- ii. cash flows; and
- iii. previous approved budget

c. Consultation Meetings

Once the budget proposal is consolidated, the AFS then facilitates consultation meetings with the ED and the division/section chiefs in preparation for the DOTr's Mini Budget Hearing.

2. Material Management

a. Inventory Management

This refers to the process of handling, care, distribution, and disposal of all PRI assets. PRI Office Order No. 2, s. 2021 and its amendment/s, if any, is the basis of managing the assets.

b. Logistics Management

As a general rule, the creation, storage and handling, maintenance, and disposal of documents shall be in compliance with the records management system program of the DOTr's Records Management Improvement Committee (RMIC) pursuant to Office Order No. 2019-009 and its amendment/s, if any. In addition, the management of the PRI's records and any other documented information shall also follow the guidelines set in PRI Office Order No. 6, s. 2021 and its amendment/s, if any.

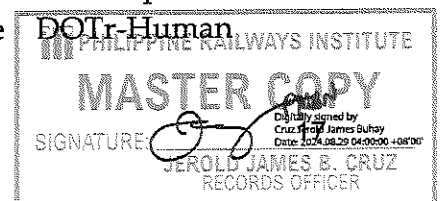
3. Human Resource Management

a. Recruitment and Placement

Since the recruitment and placement of PRI personnel is managed by the DOTr-Human Resource Management Division, the AFS only assists the said division in facilitating the process.

b. Learning and Development Intervention

The AFS shall determine the training needs of the PRI personnel and provide them with appropriate learning and development interventions, through coordination with the



Resource Development Division and other concerned offices. This is submitted together with the IPCRs of all personnel.

c. Performance Management System

The AFS shall assist in the submission of personnel’s performance reports based on the objectives set by the PRI. Through the performance management system, it identifies the individual’s performance and links performance management with other human resources management systems.

d. Rewards and Recognition

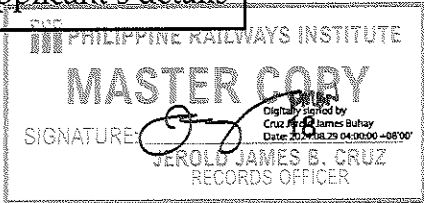
Through coordination with DOTr Central Office, the rewards and recognition of PRI personnel shall adhere to the basic policies of the DOTr’s incentive awards system. Thus, the provision of incentives and awards shall be based on the personnel’s performance and exemplary behavior.

The above-mentioned management, core, and support processes are detailed in separate PRI Orders.

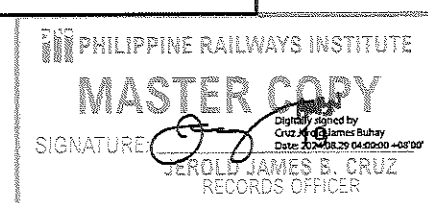
ARTICLE VII
Control for Externally-Provided Processes/Services/Products

The following table indicates the different types of externally-provided processes/services/products that the Institute avails of.

External Provider	Controls
<i>Internal to DOTr</i>	
General Services Document delivery service	<ul style="list-style-type: none">- Routing slip with reference number- Document tracker
Human Resources and Recruitment Services Actively seeking out applicants, hiring qualified candidates, and processing of promotion, if applicable, for a specific position or job.	<ul style="list-style-type: none">- Job description, including the duties and responsibilities- Minimum qualification standards set by the Civil Service Commission- Preferred qualification standards set by the PRI- Criteria for candidate selection during the interview process- Background checking/confirmation of applicant’s details



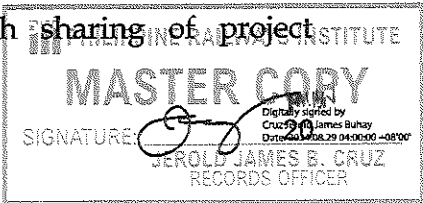
	<ul style="list-style-type: none"> - Personnel's IPCR
Medical Services This refers to health and dental services in general.	<ul style="list-style-type: none"> - Medical and dental records
Procurement Services Procurement of essential office supplies, equipment, and materials to support the operations of the PRI.	<ul style="list-style-type: none"> - Specifications of office supplies and equipment - Quantity of equipment needed - Inspection and Acceptance Report
Public Communication Services Assistance from DOTr-Communications Office whenever the PRI needs national audience and greater reach.	<ul style="list-style-type: none"> - Memorandum to DOTr - Communications Office
Resource Person/Training Services Immersion training of PRI instructors to various ROs.	<ul style="list-style-type: none"> - Post-immersion Report to be presented to the TD Chief and submitted to the ED - Certificate of Attendance/Completion
Maintenance and Repair (Building, Transportation, etc.) This service refers to the maintenance and repair of PRI facilities (ACU, housekeeping), and provision of transportation to office-deployed employees, among others.	<ul style="list-style-type: none"> - Maintenance report and testing - Housekeeping checklist - Feedback form
<i>External to DOTr</i>	
Catering Services Provision of food for trainees during face-to-face training	<ul style="list-style-type: none"> - TOR - Food evaluation/feedback included in post-training evaluation forms
Printing Services Printing of textbooks by a publisher	<ul style="list-style-type: none"> - TOR - Review and counter-check textbook contents
Copyright and Proofread Services External editor checks/proofreads textbooks to ensure compliance with copyright regulations	<ul style="list-style-type: none"> - TOR - Review and counter-checking the textbooks' contents and format



Registration Services Registration of textbooks and other training materials with the National Library.	<ul style="list-style-type: none"> - Accomplished Application Form - ISBN Official Certificate
Publication Services Publication of PRI-recommended DOs, Circulars, and other papers that need publication in a newspaper of general circulation	<ul style="list-style-type: none"> - TOR - Review and counter-check publication materials
Third-Party Certification Services A third-party certifying body that evaluates the compliance of PRI's process with ISO 9001 Standard, laws, rules, and regulations.	<ul style="list-style-type: none"> - TOR - Evaluation of services provided
Database and IT Infrastructure Services Provision of internet connection	<ul style="list-style-type: none"> - Speed tests and connection reliability
Psychometric/Aptitude Services Provision of tests to train drivers before the issuance of ID	<ul style="list-style-type: none"> - TOR - Inspection and Acceptance Report
Resource Person/Training Services Provision of training and workshops for PRI personnel	<ul style="list-style-type: none"> - TOR or similar document - Evaluation forms - Training certificates - Qualifications of service providers
Maintenance of Training Equipment and ICT	<ul style="list-style-type: none"> - TOR - Inspection Test Plan - Maintenance/Inspection Report - Certificate of Project Deliverable Acceptance

ARTICLE VIII
Quality Workplace

The Institute shall promote the well-being, satisfaction, and motivation of its personnel in order to establish a quality work-life balance to encourage a more effective and efficient delivery of products and services, which are responsive to the needs and expectations of its stakeholders. As such, it shall provide a work environment that promotes teamwork and knowledge-based learning through sharing of project



learning/technologies, inter-office collaboration, and is conducive for working and learning by defining and monitoring quality workplace standards attached hereto as **Annex G**.

ARTICLE IX

Management Review

The Top Management shall review the implementation and performance of the QMS twice a year following the guideline set by the PRI, attached as **Annex H**.

ARTICLE X

Process/Service Improvement

The PRI commits to continuously improve its processes to foster excellence and ensure the quality of its outputs and services. Towards this end, a process/service improvement guideline, attached as **Annex I**, is hereby established.

ARTICLE XI

QMS Awareness

To ensure the PRI personnel's awareness of this Manual and its annexes, including QMS-related information, processes, and improvements thereto, training and advocacy initiatives shall be implemented. Attached as **Annex J** is the guideline on the conduct of training and advocacy.

ARTICLE XII

Amendments

Amendment to any provision of this Order shall undergo legal review to ensure its compliance with the EO No. 96, series of 2019 and the IRR or DOTr DO No. 2020-005.

ARTICLE XIII


Separability Clause

If, for any reason, any section or provision of this Order is declared unconstitutional or invalid, the other sections or provisions hereof not affected by such declaration shall remain in full force and effect.

ARTICLE XIV

Effectivity Clause

This Order shall take effect immediately upon its issuance.


ANNELI R. LONTOC, CESO I
Undersecretary, DOTr and OIC-ED, PRI
QMS Top Management

