
	<b>QUALITY MANUAL</b>	Document Code:	2017.QM.CDQ.001
	<b>Table of Contents</b>	Page No.:	1 of 8
		Issue No.:	1
		Revision No.:	1
		Date Prepared:	29 July 2024
		Date of Effectivity:	08 AUG 2024

Particulars	Page
<b>Section 1 – INTRODUCTION</b>	1 of 2
<b>Section 2 – LRTA PROFILE, MANDATE, POWER AND FUNCTIONS</b>	
<b>LRTA Profile</b>	1 of 53
1. LRT Line 2	1 of 53
2. LRT Line 1	2 of 53
<b>LRTA MANDATE, POWER AND FUNCTIONS</b>	3 of 53
1. LRTA Mandate	4 of 53
2. LRTA Vision	4 of 53
3. LRTA Mission	4 of 53
4. LRTA Core Values	4 of 53
5. Organizational Chart	5 of 53
Figure 1. LRTA's Organizational Structure	5 of 53
6. General Description of Offices	6 of 53
6.1. LRTA Board of Directors	6 of 53
6.1.1. Corporate Secretary	6 of 53
6.1.2. Internal Audit Department	7 of 53
6.2. Office of the Administrator	8 of 53
6.2.1. Legal Department	9 of 53
6.2.1.1. International Relations and Legislative Liaison Office (IRLLO)	10 of 53
6.2.2. Planning Department	11 of 53
6.2.2.1. Corporate Planning and Research Division (CPRD)	11 of 53
6.2.2.2. Knowledge Management and Information Technology Division (KMITD)	12 of 53
6.2.3. Business Development and Public Relations Department (BDPRD)	14 of 53
6.2.3.1. Business Development Division (BDD)	15 of 53
6.2.3.2. Public Relations Division (PRD)	15 of 53
6.2.4. Projects Management Office (PMO)	16 to 53
6.3. Office of the Deputy Administrator for Administrative, Finance and Automated Fare Collection System (AFCS) Services	16 of 53
6.3.1. Administrative Department	17 of 53
6.3.1.1. Human Resource Management Division (HRMD)	17 of 53
6.3.1.1.1. Medical Unit	18 of 53
6.3.1.2. General Services Division (GSD)	19 of 53
6.3.1.3. Procurement Division	19 of 53

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"




	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
	Table of Contents	Page No.:	2 of 8
		Issue No.:	1
		Revision No.:	1
		Date Prepared:	29 July 2024
		Date of Effectivity:	08 AUG 2024

Particulars	Page
6.3.1.4. Asset Management Division (AMD)	20 of 53
6.3.1.5. Safety and Security Division (SSD)	21 of 53
6.3.2. Finance Department	22 of 53
6.3.2.1. Billing and Collection Services Unit	23 of 53
6.3.2.2. Budgeting and Financial Planning Division	23 of 53
6.3.2.3. Accounting Division	23 of 53
6.3.2.4. Treasury Division	24 of 53
6.3.3. AFCS Services Department/ Fare Revenue Operations (FRO) Group	25 of 53
Figure 2. FRO Group's Interim Organizational Structure	27 of 53
6.3.3.1. Fare Revenue Clearing Division (FRCD)	27 of 53
6.3.3.2. AFC System Administration Division (ASAD)	29 of 53
6.3.3.3. Ticket Management and Sales Collection Division (TMSCD)	31 of 53
6.4. Office of the Deputy Administrator for Operations and Engineering	33 of 53
6.4.1. Line 1 Operations Department	33 of 53
Concession Agreement Management Team (CAMT)	33 of 53
Figure 3. Interim Organizational Structure of CAMT	35 of 53
6.4.2. Line 2 Operations Department	39 of 53
6.4.2.1. Train Operations Division (TOD)	40 of 53
6.4.2.2. Station Operations Division (SOD)	41 of 53
6.4.2.3. Traffic Control Division (TCD)	42 of 53
6.4.3. Lines 1 and 2 Engineering Department	43 of 53
6.4.3.1. Line 2 Rolling Stock and Interrelated Systems Division (Line 2-RSISD)	44 of 53
6.4.3.1.1. Materials Planning Office (MPO)	44 of 53
6.4.3.2. Line 1 Rolling Stock and Interrelated Systems Division (Line 1-RSISD)	44 of 53
6.5. Constitution/Formation of Various Committees within the LRTA	45 of 53
6.5.1. Committee on Anti-Red Tape (CART)	45 of 53
Special Order No. 07, Series of 2024	
6.5.2. Compliance Committee	47 of 53
Special Order No. 59, Series of 2024	
6.5.3. Renewables Energy Committee	48 of 53
Special Order No. 278, Series of 2023	
6.5.4. LRTA Safety and Health Committee (LRTA-SHC)	49 of 53
Special Order No. 270, Series of 2023	

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"




	<b>QUALITY MANUAL</b>	Document Code:	2017.QM.CDQ.001
		Page No.:	3 of 8
	<b>Table of Contents</b>	Issue No.:	1
		Revision No.:	1
		Date Prepared:	29 July 2024
		Date of Effectivity:	08 AUG 2024

	<b>Particulars</b>	<b>Page</b>
	6.5.5. Task Group on the Monitoring Study and Reporting Disruptive Events Special Order No. 006, Series of 2023	50 of 53
	6.5.6. Gender and Development (GAD) Focal Point System (GFPS) Committee Special Order No. 153, Series of 2023	50 of 53
	6.5.7. Environmental Compliance Unit (ECU) Special Order No. 289, Series of 2022	51 of 53
<b>Section 3 – NORMATIVE REFERENCES AND TERMS AND DEFINITIONS</b>		
	1. Normative References	3 of 28
	2. Terms and Definitions	3 of 28
	3. Acronyms and Abbreviations	21 of 28
<b>Section 4 – CONTEXT OF THE ORGANIZATION</b>		
	4.1. Understanding the Organization and its Context	1 of 16
	4.2. Understanding the Needs and Expectations of Interested Parties	1 of 16
	4.2.1. Passengers	2 of 16
	4.2.2. LRTA Top Management, Managers, Employees/Auditees	2 of 16
	4.2.3. LRTA Board of Directors and Board Committees	3 of 16
	4.2.4. Procuring Entity Suppliers, Contractors, Service Providers	4 of 16
	4.2.5. Oversight Agencies/National Government Agencies/GOCCs	4 of 16
	4.2.6. Advertisers, Tenants or Lessees, Non-rail Business Concessionaires	5 of 16
	4.2.7. Local Government Units (LGUs)	5 of 16
	4.2.8. Agencies Providing Insurance and Statutory Benefits to LRTA and its Employees	6 of 16
	4.2.9. Bureau of Internal Revenue	6 of 16
	4.2.10. Depository Banks/ Financial Institutions	6 of 16
	4.2.11. Other Regulatory, Permit-granting or Licensing Agencies	7 of 16
	4.2.12. Consultants, Resource Persons, School Administrators of Private Universities or Schools, SUCs, Contract of Service Providers	7 of 16
	4.2.13. Development Partners/International Organizations	8 of 16
	4.2.14. Concessionaires (for Operation and Maintenance, Extension, AFCS and other railway-related initiatives)	8 of 16
	4.2.15. Internal Offices	9 of 16

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"




	<b>QUALITY MANUAL</b>	Document Code:	2017.QM.CDQ.001
		Page No.:	4 of 8
	<b>Table of Contents</b>	Issue No.:	1
		Revision No.:	1
		Date Prepared:	29 July 2024
		Date of Effectivity:	08 AUG 2024

Particulars	Page
4.2.16. Communities, Media, Non-Government Organizations/ Private Individuals/External Entities	10 of 16
4.3. Determining the Scope of the Quality Management System	10 of 16
4.4. Quality Management System and its Processes	11 of 16
4.4.1a. Process Map	12 of 16
Figure 4.1. LRTA Process Map	12 of 16
4.4.1b. Quality Management System Framework	14 of 16
Figure 4.2 LRTA Quality Management System Framework	14 of 16
<b>Section 5 – LEADERSHIP</b>	
5.1. Leadership and Commitment	1 of 10
5.1.1. General	1 of 10
5.1.2. Customer Focus	1 of 10
5.2. Quality, Health and Safety Policy	2 of 10
5.2.1. Establishing the Quality, Health and Safety Policy	2 of 10
5.2.2. Communicating the Quality, Health and Safety Policy	2 of 10
5.3. Organizational Roles, Responsibilities and Authorities	4 of 10
5.3.1. Top Management and Management Committee (ManCom)	4 of 10
5.3.1.1. Administrator	4 of 10
5.3.1.2. Deputy Administrators	5 of 10
5.3.1.3. Management Committee (ManCom)	5 of 10
5.3.1.3.1. ManCom Secretariat	6 of 10
5.3.2. IMS Core Team	6 of 10
5.3.2.1. IMS Internal Quality Audit Team	7 of 10
5.3.2.2. IMS Risk Management Team	7 of 10
5.3.2.3. IMS Quality Workplace, Hazard Identification and 7S Team	7 of 10
5.3.2.4. IMS Documented Information Team	8 of 10
5.3.2.5. Customer Service Satisfaction Team	9 of 10
5.3.2.6. Process Linkages Review Team	9 of 10
<b>Section 6 – PLANNING</b>	
6.1. Actions to Address Risks and Opportunities	1 of 5
6.2. Quality Objectives and Planning to Achieve Them	3 of 5
6.3. Planning of Changes	4 of 5
<b>Section 7 – SUPPORT</b>	
7.1. Resources	1 of 10
7.1.1. General	1 of 10

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"




	<b>QUALITY MANUAL</b>	Document Code:	2017.QM.CDQ.001
		Page No.:	5 of 8
	<b>Table of Contents</b>	Issue No.:	1
		Revision No.:	1
		Date Prepared:	29 July 2024
		Date of Effectivity:	08 AUG 2024

Particulars	Page
7.1.2. People	1 of 10
7.1.3. Infrastructure	1 of 10
7.1.3.1. Line 2 Rolling Stock and Interrelated Systems	2 of 10
7.1.3.2. Information and Communications Technology (ICT) Systems	2 of 10
7.1.4. Environment for the Operation of Processes	2 of 10
7.1.5. Monitoring and Measuring Resources	3 of 10
7.1.5.1. General	3 of 10
7.1.5.2. Measurement Traceability	3 of 10
7.1.6. Organizational Knowledge	4 of 10
7.2. Competence	4 of 10
7.3. Awareness	5 of 10
7.4. Communication	5 of 10
7.5. Documented Information	5 of 10
7.5.1. General	6 of 10
7.5.1.1. Quality Manual	7 of 10
7.5.1.2. Confidentiality and Distribution	7 of 10
7.5.1.3. Quality Manual Amendment	7 of 10
7.5.2. Creating and Updating	8 of 10
7.5.3. Control of Documented Information	8 of 10
<b>Section 8 – OPERATION</b>	
8.1. Operational Planning and Control	1 of 18
8.2. Requirements for Products and Services	1 of 18
8.2.1. Customer Communication	1 of 18
8.2.2. Determining the Requirements for Products and Services	3 of 17
8.2.3. Review of the Requirements	4 of 17
8.2.4. Changes to Requirements for Products and Services	4 of 17
8.3. Design and Development of Products and Services	5 of 17
8.4. Control of Externally Provided Processes, Products and Services	5 of 17
8.4.1. General	5 of 17
8.4.2. Type and Extent of Control	5 of 17
8.4.3. Information for External Providers	6 of 17
8.5. Production and Service Provision	6 of 18
8.5.1. Control of Production and Service Provision	6 of 18
8.5.1.1. Purchasing	8 of 17
8.5.1.1.1. Purchasing Process	8 of 17
8.5.1.1.2. Purchasing Information	10 of 17

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"




	<b>QUALITY MANUAL</b>	Document Code:	2017.QM.CDQ.001	
		Page No.:	6 of 8	
	<b>Table of Contents</b>		Issue No.:	1
			Revision No.:	1
			Date Prepared:	29 July 2024
			Date of Effectivity:	08 AUG 2024

<b>Particulars</b>		<b>Page</b>
	8.5.1.2. Verification, Inspection and Acceptance of Assets/Properties	11 of 17
	8.5.1.3. Validation of Processes for Service Provision	11 of 17
	8.5.2. Identification and Traceability	14 of 17
	8.5.3. Property Belonging to Customers or External Providers	15 of 17
	8.5.4. Preservation	15 of 17
	8.5.5. Post-Delivery Activities	15 of 17
	8.5.6. Control of Changes	16 of 17
	8.6. Release of Products and Services	16 of 18
	8.7. Control of Nonconforming Outputs	16 of 18
<b>Section 9 – PERFORMANCE EVALUATION</b>		
	9.1. Monitoring, Measurement, Analysis and Evaluation	1 of 10
	9.1.1. General	1 of 10
	9.1.2. Customer Satisfaction	2 of 10
	9.1.2.1. Customer Satisfaction Survey	2 of 10
	9.1.2.2. Review and Analysis of Customer Feedback	2 of 10
	9.1.3. Analysis and Evaluation	2 of 10
	9.1.3.1. Performance of the QMS Core Processes	3 of 10
	9.1.3.2. Project Performance	3 of 10
	9.1.3.3. Performance of Suppliers and Outsourced Services	4 of 10
	9.1.3.4. Monitoring of Concessionaires's Compliance with Concession Agreements	6 of 10
	9.1.3.5. Corporate Performance	5 of 10
	9.2. Internal Audit	6 of 10
	9.3. Management Review	7 of 10
	9.3.1. General	7 of 10
	9.3.2. Management Review Inputs	8 of 10
	9.3.3. Management Review Outputs	8 of 10
<b>Section 10 – IMPROVEMENT</b>		
	10.1. General	1 of 3
	10.2. Nonconformity and Corrective Action	1 of 3
	10.3. Continual Improvement	2 of 3
<b>Annexes</b>	<b>4.1 SWOT Analysis</b>	
	<b>4.2 Needs and Expectations of Relevant Interested Parties</b>	
	4.2.1 Asset Management	
	4.2.2 Automated Fare Collection Management	

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"




	<b>QUALITY MANUAL</b>	Document Code:	2017.QM.CDQ.001
	<b>Table of Contents</b>	Page No.:	7 of 8
		Issue No.:	1
		Revision No.:	1
		Date Prepared:	29 July 2024
		Date of Effectivity:	08 AUG 2024

Particulars	Page
4.2.3 Business Development Management	
4.2.4 Communication and Feedback Management	
4.2.5 Concession Agreement Monitoring	
4.2.6 Finance Management	
4.2.7 General Services Management	
4.2.8 Human Resources Management	
4.2.9 Information Technology and Knowledge Management	
4.2.10 Internal Audit	
4.2.11 Legal Services Management	
4.2.12 Maintenance Management	
4.2.13 Medical Services Management	
4.2.14 Planning	
4.2.15 Procurement Management	
4.2.16 Project Management	
4.2.17 Safety and Security Management	
4.2.18 Station Operations Management	
4.2.19 Traffic Operations Management	
4.2.20 Trains Operations Management	
<b>4.3 Process Map</b>	
4.3.1 Asset Management	
4.3.2 Automated Fare Collection Management	
4.3.3 Business Development Management	
4.3.4 Communication and Feedback Management	
4.3.5 Concession Agreement Monitoring	
4.3.6 Finance Management	
4.3.7 General Services Management	
4.3.8 Human Resources Management	
4.3.9 Information Technology and Knowledge Management	
4.3.10 Internal Audit	
4.3.11 Legal Services Management	
4.3.12 Maintenance Management	
4.3.13 Medical Services Management	
4.3.14 Planning and Performance Review	
4.3.15 Procurement Management	
4.3.16 Project Management	
4.3.17 Safety and Security Management	
4.3.18 Station Operations Management	
4.3.19 Traffic Operations Management	

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"



	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
		Page No.:	8 of 8
	Table of Contents	Issue No.:	1
		Revision No.:	1
		Date Prepared:	29 July 2024
		Date of Effectivity:	08 AUG 2024

Particulars		Page
	4.3.20 Train Operations Management	
	<b>5.1 Quality, Health and Safety Policy Statement</b>	

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"

