

 <b>REPUBLIC OF THE PHILIPPINES</b> <b>CLARK INTERNATIONAL AIRPORT CORPORATION</b> ISO 9001:2008 CERTIFIED Certificate No. 01 100 096505	 Management System ISO 9001:2008 www.tuv.com © 2010 096505	Doc. Code: HRD-F-033
		Effective Date: 12 December 2011
<b>DOCUMENT TYPE: JOB DESCRIPTION</b>		Revision No: 0
<b>POSITION TITLE: QUALITY MANAGEMENT SYSTEMS &amp; COMPLIANCE OFFICER</b>		Page: 1 of 1

**QUALITY OFFICE**

**POSITION TITLE: QMS & COMPLIANCE OFFICER**

**Job Level: 9**

**IMMEDIATE SUPERVISOR: Office Manager**

**POSITION SUMMARY:**

Responsible for the implementation of the Business Excellence Framework formulated by the Development Academy of the Philippines for Clark International Airport Corporation (CIAC): an assessment and action plan on the corporation's management systems and performance; Implements the Passenger Survey Feedback Procedure through analysis of the passengers' feedback/concerns and monitoring of the actions taken by the concerned department/office/agency; Assists in other quality-related activities when instructed by the Manager.

**TASKS AND DUTIES:**

Supervising/ Coordinating/ Communicating

1. Acts as Secretariat for the Performance Excellence Committee of the corporation.
2. Conducts Road Mapping Workshops and Planning to address the areas for improvement that were identified during Self-Assessment Workshops.
3. Coordinates the Business Excellence Framework related trainings and orientations for concerned CIAC employees.
4. Conducts Performance Self-Assessment and prepares Assessment Reports.
5. Oversees the conduct of Passenger Feedback Survey and prepares monthly, quarterly, and annual Passenger Feedback Survey Reports.

Reportorial Responsibilities

1. Documents and cascades CIAC's best practices.
2. Consolidates the corporation's performance measurements and results which shall be based on the scoring guidelines provided by the Development Academy of the Philippines for the following categories: Leadership; Strategic Planning; Customer Focus; Measurement, Analysis and Knowledge Management, Workforce Focus and Operations Focus.

Other Activities

1. Assists during external and internal quality audit activities.
2. Performs as an internal quality auditor upon completion of an ISO Auditors Training.

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- Provides support in other Quality Management System-related activities such as Document Control, Anti-Red Tape Act (ARTA), etc.

Performs other tasks that may be assigned from time to time.

**QUALIFICATION STANDARDS:**

**1. Education**

- Relevant Bachelor's Degree

**2. Experience**

- 3 years experience related to the job

**3. Training**

- 8 hours of training related to the job (e.g. Philippine Quality Award-related Training)

**4. Knowledge/ Skills Requirements**

- Proficient in Microsoft Office applications (MS Word, MS Excel, MS Powerpoint)
- Skills in writing technical reports
- Good communication skills, both verbal and written
- Good inter-personal skills

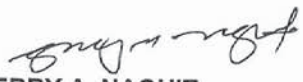
**5. Professional Certification/Licenses**

- Certified Philippine Quality Award Assessor, an advantage

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