6.0 RESOURCE MANAGEMENT

Resource management is practiced as part of the operations of the entire Authority. LRTA ensures that the necessary resources needed for the establishment, implementation, maintenance, and continual improvement of the QMS and to address customer satisfaction by meeting its requirements are available.

The required resources to support the QMS are determined as a result of corporate planning, customer surveys conducted, corrective and improvement actions from the periodic management reviews and quality audits, risk management, and improvement plans of the Authority. The capabilities of and constraints on, existing internal resources and what needs to be obtained from external providers are taken into consideration.

6.1 HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT

6.1.1 People

LRTA gives due consideration and attention to its human resource as it strongly believes that its personnel are its most important assets. Every official and employee of the agency is an asset to be valued, developed and trained to effectively and efficiently deliver the services required of them. It undertakes to determine and provide the people necessary fot the effective implementation of its QMS and for the operation and control of its processes.
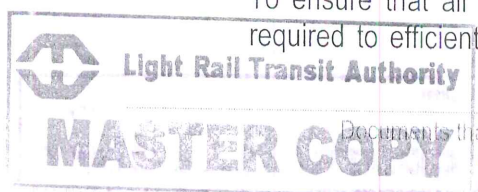
6.1.2 Competence

It is the commitment of the Authority to provide its employees with the proper training for the continuous improvement of their knowledge, skills, leadership and management abilities and attitude because these factors directly impact on the quality of service provided to the customers and stakeholders.

The Human Resource Management Division's (HRMD) prime responsibility is to provide competent, technically-skilled and qualified people through the conduct of in-depth assessment and determination of the qualification of the person in compliance with the Civil Service Commission's (CSC) prescribed qualification standards and LRTA's procedures and guidelines in hiring, selection and promotion of employees.

Through its Training Section, the HRMD facilitates the conduct of technical and non-technical training requirements of the Authority. It shall develop, prepare and facilitate the implementation of a comprehensive training and development program for employees of LRTA to ensure efficiency in the performance of their functions, duties and responsibilities, along with improvement of employee morale, diligence and conscientiousness.

To ensure that all its employees are equipped with the necessary knowledge and skills required to efficiently perform their functions, the HRMD has established procedures and

commits to update and to maintain them to ensure that personnel performing their functions are competent on the basis of education, training and/or experience and competencies. As such, the HRMD ensures that documented information are maintained in performing the functions detailed under Section 3 of the Quality Manual.

In line with the LRTA's objectives of providing opportunities for the development and retention of a highly competent and professional workforce, HRMD ensures that employee welfare and benefits program are provided. These benefits are the supplemental compensation or non-compensation welfare, in addition to the regular pay, to improve economic condition, which include among others, the following: Clothing/Uniform Allowance, Year-End Benefits, Anniversary Bonus, Loyalty Award, PERA, and other monetary benefits/bonuses as proclaimed by the President of the Philippines through an Administrative or Executive Order or in accordance with the CSC-approved PRAISE of the Authority, subject to availability of funds. The HRMD, as the PRAISE Committee Secretariat ensures the updating and continued implementation of the PRAISE Guidelines.

The HRMD ensures that orientation, education and explanations on the policies/procedures in granting Authority's available benefits are properly communicated for availment of the employees. The Compensation and Benefits Administration Section is primarily tasked to handle the monitoring, and recording of attendance of all employees, as well as, the computation of leave credits earned by all employees.
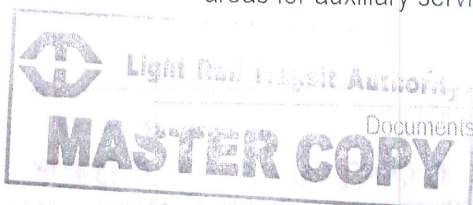
6.1.3 Communication and Awareness

LRTA undertakes to determine the internal and external communications relevant to the QMS, including: a) on what it will communicate; b) when to communicate; c) with whom to communicate; d) how to communicate; and e) who communicates.

LRTA ensures that all person working under its control are aware of LRTA's Quality Policy, relevant quality objectives, their contribution to the effectiveness of the QMS including the benefits of improved performance and the implications of not conforming with the QMS requirements. These are done during orientations, recitations during the Flag Ceremony, during the planning sessions, commitments/target setting meetings and during staff and coordination meetings, publications and postings through framed signage and as computer screens, among others.

6.2 INFRASTRUCTURE MANAGEMENT

It is the policy of the LRTA to determine, provide and maintain the infrastructure needed to produce products and deliver services required by the customers. It includes the LRT rolling stocks, interrelated systems and facilities as well as workstations, offices, library, transportation service, computer and internet/intranet facilities, appropriate software, warehouse and storage facilities and areas for auxiliary services such as photocopying, parking, canteen services and the like.

6.2.1 Line 2 Rolling Stock and Interrelated Systems

The Line 2 RSISD commits to provide, tthrough the Maintenance Provider, the required number of trainsets, suitable and equipped workplaces with appropriate hardware and software, and with supporting services at any given time. Manpower and train Scheduling is dependent on the number of trainsets provided. Thus, the support of the Engineering Department through the L2-RSISD to the TCD and TOD by providing the required number of trains, other facilities and systems is crucial.

6.2.2 Management Information Systems

It is the policy of LRTA to facilitate an accurate, effective and timely decision-making process by providing reliable information technology infrastructure.

The Knowledge Management and Information Technology Division (KMITD) commits to support the QMS through the provision of Information Technology equipment/hardware and software and the maintenance thereof including back-up.

6.3 WORK ENVIRONMENT MANAGEMENT

It is the policy of LRTA to promote the well-being, satisfaction and motivation of its officers and employees with the objective of establishing a quality work-place balance to enable them to work more effectively and efficiently. This is achieved by providing them with a work environment that:

6.3.1 promotes teamwork and knowledge-based learning through sharing of learning/technologies, inter- and intra-office collaboration; and

6.3.2 is conducive for working and learning by defining workstations, and formulating and observing quality workplace standards.

6.4 MONITORING AND MEASURING RESOURCES

The Monitoring and Measuring Equipment owned by the LRTA will be maintained by the Maintenance Provider under the supervision and validation of Line2 Rolling Stock and Interrelated System Division based on the maintenance work requirement which may include the proper handling, storage, operation, maintenance provided in manufacturer manual instructions and calibration report of the equipment. LRTA commits to comply with the provisions of Clause 7.1.5 of the ISO 9001:2018 Standards, as applicable.

6.5 ORGANIZATIONAL KNOWLEDGE

Organnizational knowledge can be gained from various internal sources such as knowledge gained from experience, lessons learned from successful undertakings or failures, results of improvements in processes, products/services, and capturing and sharing undocumented knowledge and

experience. It may also be from external sources such as conferences attended, information gathered from suppliers and contractors, standards, etc. The Administrative Department through the Knowleddledgege Management and Information Technology Division (KMITD), in collaboration with all departments/offices, is tasked to determine how to acquire or access any necessary additional knowledge needed and how they will be organized and systematically managed and shared for the operation of LRTA's processes and to achieve conformity of products and services. LRTA commits to ensure that the provisions of Clause 7.1.6 of the ISO 9001:2018 Standard are complied by the Authority.
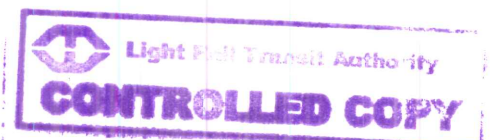
6.6 Documented Information - Creation, Updating and Control

The Control of Documented Information Procedure is established and maintained by LRTA in order to ensure that all documented information related to the effective functioning of the established quality management system are identified, collected, maintained and stored properly. The said procedure ensures that the creation, revision, approval, codification, distribution, access, retrieval, storage, preservation, retention and disposition of documented information are controlled, in accordance with the requirements of Clause 7.5 of the ISO QMS 9001:2015 Standard. It is the responsibility of the Document Controller and Deputy Document Controllers to perform these key responsibilities. The Control of Documented Information Procedure defines the controls needed for and ensures the following:

1. Creation, review, and approval of documented information;
2. Availability and suitability for use;
3. Adequate protection from loss of confidentiality, improper use or loss of integrity;
4. Distribution, access, retrieval and use;
5. Storage, preservation of documented information;
6. Ensure that changes and the current revision status of documents are properly identified and only the relevant versions are made available;
7. Retention and disposition of documented information;
8. Determine and identify the document of external origin which are necessary for the planning and operation of the QMS and to control their distribution; and
9. Prevent use of obsolete documents and suitable identification of the same if they are retained for any purpose.

The said procedure identifies the different types of QMS documented information and the proper ways on disseminating both internal and external documented information including elecrtronic copies. It also identifies the coding system used, the designated signatories and those who are in charge of all activities related to control of documented information. All documented information related to the effective functioning of the established QMS are controlled. These are, but not limited to the following:
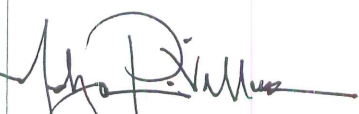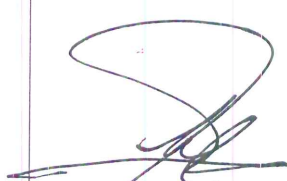
- Quality Manual
- Special order

- Office Order
- Memorandum
- Procedures, Work Instructions Manual (PAWIM) and Forms
- Externally-generated Documents
- Quality/Improvement Plans
- Risk Registry and Action Plan
- Process Maps
- List of Relevant Interested Parties

Prepared by:	Reviewed By:	Approved By:
	ATTY. JOSE JOBEL V. BELARMINO OIC-Deputy Administrator for Admin., Finance and AFCS Services	
ENGR. NELZON P. VILLANUEVA Head, QMS Core Team	MR. FELIX GERARD R. LEYSON OIC-Deputy Administrator for Operations and Engineering	GEN. REYNALDO I. BERROYA Administrator