

QUALITY MANUAL




Annex 4.2 Needs and Expectations of Relevant Interested Parties General Services Management

Document Code:	2017.QM.CDQ.001
Page No.:	1 of 4
Issue No.:	1
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Date Prepared:	01 August 2022
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Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
1.	All Department/Division of LRTA/End-users	Janitors provided to offices and designated areas	100% provision of Janitors to offices and designated areas	Yes	End of contract of JTT or Janitorial Agency	
		Provision of Photocopier	100% of Complaints acted upon within the day (Photocopier)	Yes	End of contract and/or failure to renew.	
		Provision of PPE, Supplies, Advisory/information, Service Vehicle	Sufficient supply of PPE, Supplies, Timely and accurate advisory/information and good running condition Service Vehicle	Yes	Lack of PPE, supplies, late and inaccurate advisory/information and Non-availability of service vehicles or consumables	
2.	Utilities/Service Provider – Maynilad/Manila Water, Meralco, H2O Plus Water Treatment Co. (Purified Drinking Water), PLDT, Otus Copy System (Photocopier),	Payment	Timely Monthly Payment	Yes	Interruption/Disconnection of services	Online payment

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	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
		Page No.:	2 of 4
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	Petron Corporation, Power Clean Janitorial Agency					
3.	Accounting Division, Inventory Committee, Commission on Audit	Annual Physical Inventory Report	Timely and accurate Annual Inventory Report	Yes	1. Issuance of Audit Observation 2. Pilferage 3. Lost	
4.	Requesting individuals/Parties/companies	Documented Information under Executive Order (E.O) No. 2 Series of 2016 on Freedom of Information	Maximum of 1 day after acceptance of the request or extension of processing period no longer than 20 working days, should the need arise.	Yes	Failure to process on the given period	



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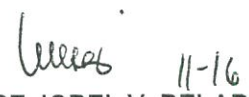
	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
	Annex 4.2 Needs and Expectations of Relevant Interested Parties General Services Management	Page No.:	3 of 4
		Issue No.:	1
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5.	Government Agencies – DOTR, GCG, DBM, PS-DBM, BTR, DOF, BSP, CSC, NEDA, SENATE, CONGRESS, PSA, Office of the Press Secretary, etc. Private Agencies – LRMC, Non-Rail Business Establishments (Concessionaires)	Records Reports Request for Approval Inquiries Transmittals	Timely and accurate delivery of documented information	Yes	1. Calamity 2. Accident	Electronic transmission
6.	Suppliers	Quotations/Canvass	Timely response for request for quotations/canvass	Yes	Delayed procurement of goods/services	

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	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
		Page No.:	4 of 4
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