	INTEGRATED MANAGEMENT SYSTEM (IMS) MANUAL	Document Code:	2025.IM.CDQ.001
		Page No.:	1 of 4
		Issue No.:	0
	Section 10. Improvement	Revision No.:	0
		Date Prepared:	March 25, 2025
		Date of Effectivity:	03 APR 2025

10. IMPROVEMENT

10.1 General

The Light Rail Transit Authority (LRTA) is committed to identifying and selecting opportunities for continual improvement across both its QMS and OHSMS. The key objectives are to meet customer and stakeholder requirements, enhance satisfaction, and ensure a safe and healthy working environment. Improvement efforts include:

- Enhancing Products, Services, and Processes: Continuously improving services and processes to meet current and future customer needs, while addressing the expectations of relevant interested parties, including those related to health and safety;
- Correcting and Preventing Undesired Effects: Identifying and mitigating risks, preventing nonconformities, and reducing undesired effects on both product quality and occupational health and safety;
- Optimizing System Effectiveness: Continuously improving the performance and effectiveness of the QMS and OHSMS, ensuring alignment with organizational objectives and legal requirements.


10.2 Nonconformity and Corrective Action

LRTA has implemented and maintains a *Control of Nonconformity and Corrective Actions Procedure* to address nonconformities, including those arising from complaints, incidents, or internal audits. When a nonconformity occurs, LRTA responds by:

- Taking action to control and correct the nonconformity;
- Managing the consequences, including those affecting customer satisfaction or employee health and safety;
- Conducting a root cause analysis to prevent recurrence, reviewing similar nonconformities to determine if they could occur in other areas;
- Implementing corrective actions aimed at eliminating the root cause(s) of the nonconformity;

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



	INTEGRATED MANAGEMENT SYSTEM (IMS) MANUAL	Document Code:	2025.IM.CDQ.001
		Page No.:	2 of 4
		Issue No.:	0
	Section 10. Improvement	Revision No.:	0
		Date Prepared:	March 25, 2025
		Date of Effectivity:	03 APR 2025

- Reviewing and evaluating the effectiveness of the corrective actions, ensuring that they are appropriate to the magnitude of the problem and the associated risks, and updating risks and opportunities if necessary.

The following actions are part of the corrective action process:

- Handling Feedback and Complaints: Effective monitoring and resolution of customer complaints and workplace incidents;
- Investigating Nonconformities: Performing investigations into nonconformities related to services, processes, and OH&S incidents, with documentation of findings;
- Implementing Corrective Actions: Taking appropriate corrective actions to resolve nonconformities;
- Reviewing Effectiveness: Submitting corrective actions for management review to evaluate their effectiveness and ensure continual improvement.

All corrective actions and nonconformities are recorded, with documentation retained as evidence of resolution and system improvements.

10.3 Continual Improvement


LRTA is dedicated to the continual improvement of its QMS and OHSMS. Continual improvement efforts are designed to enhance the suitability, adequacy, and effectiveness of both systems. Inputs for continual improvement include:

- Results from internal and external audits,
- Feedback from employees, customers, and other stakeholders,
- Performance data, including health and safety metrics,
- Corrective actions and incident investigations,
- Outputs from management review meetings.

As part of the commitment to continual improvement, LRTA focuses on enhancing occupational health and safety performance by:

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




	INTEGRATED MANAGEMENT SYSTEM (IMS) MANUAL	Document Code:	2025.IM.CDQ.001
		Page No.:	3 of 4
		Issue No.:	0
	Section 10. Improvement	Revision No.:	0
		Date Prepared:	March 25, 2025
		Date of Effectivity:	03 APR 2025

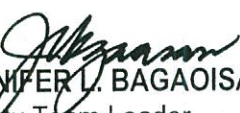
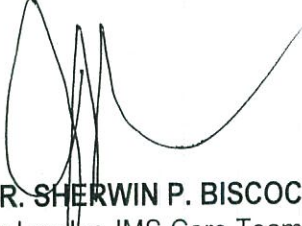



- **Eliminating Hazards and Reducing Risks:** Continuously identifying and addressing hazards, implementing control measures to reduce OH&S risks;
- **Improving Workplace Conditions:** Enhancing processes, training, and protocols to improve safety and reduce incidents;
- **Engaging Employees:** Promoting active employee participation and consultation in safety initiatives and improvements.

LRTA ensures that the QMS and OHSMS are regularly reviewed and updated to meet changing requirements, legal regulations, and operational needs, driving continual improvement across all areas of the organization.

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



	INTEGRATED MANAGEMENT SYSTEM (IMS) MANUAL	Document Code:	2025.IM.CDQ.001
		Page No.:	4 of 4
		Issue No.:	0
	Section 10. Improvement	Revision No.:	0
		Date Prepared:	March 25, 2025
		Date of Effectivity:	03 APR 2025

Prepared by:  JENNIFER L. BAGAOISAN Deputy Team Leader, IMS Core Team  ENGR. SHERWIN P. BISCOCHO Team Leader, IMS Core Team	Reviewed by:  ATTY. JOSE JOBEL V. BELARMINO OIC, Deputy Administrator for Admin., Finance and AFCS Services  PAUL Y. CHUA PhD CESO III Deputy Administrator for Operations and Engineering	Approved by:  ATTY. HERNANDO T. CABRERA Administrator
--	--	--

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

