

## **DENR-EMB CARAGA gets ISO 9001:2008 certification**

The Department of Environment and Natural Resources - Environmental Management Bureau (DENR-EMB) in CARAGA was recently awarded its ISO 9001:2008 certification, securing its place as the first EMB regional office to be conferred the same.

AJA Registrar's Inc. has awarded the certification in December 2015, after EMB-CARAGA has successfully undergone and passed a rigorous audit system that resulted in "zero non-conformance".

"The regional office has sought the need to apply for certification to prove its commitment to provide its clients and the general public the quality service expected from a government agency such as ours," said EMB-CARAGA Regional Director Wilson L. Trajeco. The move, he added, is also in compliance to Executive Order No. 605, which requires all government agencies to adopt and implement the ISO 9001 system.

ISO 9001 is a Quality Management System (QMS) which gives organizations a systematic approach for meeting customer objectives (providing consistent quality). It was developed and published by the International Organization for Standardization (ISO), a widely accepted standard for quality service or product.

According to Director Trajeco, obtaining ISO 9001:2008 is beneficial to the organization in order to fully understand established policies and processes for an effective quality management program prior its transition to the 2015 version.

ISO certification is based on the consistent implementation of the established process including customer satisfaction and continual improvement.

Other DENR offices, notably the DENR Central Office, EMB Central Office included, have also started similar processes for ISO 9001 certification. Both offices are also ISO 14001 certified. ###