BIR Quezon City maintains ISO 9001:2008 Certification

The Bureau of Internal Revenue’s bid to create a big impact on customer service and move nearer towards its vision of becoming an institution of service excellence got a big boost when Revenue Region (RR) No. 7, Quezon City and its nine (9) Revenue District Offices again passed the ISO re-certification audit that took place last September 11-15, 2017.

Based on the initial report proving the completion of the cycle of audit activities, the audit team of TUV Rheinland confirmed that in line with the audit targets, RR No. 7 – Quezon City’s management system complies with, adequately maintains, and implements the requirements of the ISO 9001:2008 standard.

The (re-)certification covers a Quality Management System (QMS) for the Business Registration Processes of the region and all its district offices that covers Primary Registration (i.e. Application, Issuance and Cancellation of Taxpayer Identification Number, Application and Issuance of Certificate of Registration, Registration Update) and Secondary Registration processes (Application and Issuance of Authority to Print Receipts/Invoices, Cash Register/Point-of-Sale Machine Permits, Permit to Use Computerized Accounting System and Registration of Books of Accounts).

On 03 October 2011, the Certification Body of TUV SUD Asia Pacific TUV SUD Group conferred ISO 9001:2008 Certification on Revenue District Office (RDO) No. 40 – Cubao then headed by Revenue District Officer and now Regional Director Edgar B. Tolentino and Revenue District Office No. 43B – West Pasig then led by Revenue District Officer Luis A. Alberto, Jr.

The certification was expanded and conferred to RDO No. 38 – North Quezon City, RDO No. 39 – South Quezon City, RDO No. 42 – San Juan, RDO No. 43A – East Pasig, and RDO No. 46 – Cainta, Rizal on 17 March 2014.

On 11 January 2016, RR No. 7 – Quezon City passed the re-certification audit and was again conferred ISO 9001:2008 certification. This time ten (10) RDOs under its jurisdiction passed the rigid third-party audit, including new additions RDO No. 28 – Novaliches, RDO No. 41 – Mandaluyong City, and RDO No. 45 – Marikina City.
Executive Order (EO) No. 605 was promulgated on 23 February 2007 for the effective implementation of Administrative Order No. 161, s. 2006 identifying the guidelines on the Government Quality Management Program.

The EO provides for the institutionalization in all government offices of ISO 9001:2008 as part of the implementation of the government-wide Quality Management Systems Program. The system shall be certified for demonstrated conformity with ISO 9001:2008 and the applicable Government Quality Management Systems Standards (GQMSS) with priority to be given to frontline services.

The journey towards ISO 9001:2008 for the BIR thence unfolded recognizing as part of the BIR’s quality policy that taxpayers are partners in nation-building with the inking of a Memorandum of Agreement (MOA) by the BIR, Development Academy of the Philippines (DAP) and Department of Budget and Management (DBM) on 17 March 2010.

The ISO 9001:2008 certification of RR No. 7 – Quezon City and its ten (10) district offices, more than anything else, strengthens the quest of the Bureau to have all its revenue district offices ISO compliant. This means that the frontline services of the BIR will have to look at the feat of RR No. 7 – Quezon City as the bar that will have to be continuously raised to maintain and upgrade the standards of service, a reality that will serve the agency in good stead in its resolute drive to become an institution of service excellence.

The successful re-certification was led by Regional Director Marina C. De Guzman and her Assistant Regional Director Maridur V. Rosario under the administration of Commissioner Caesar R. Dulay. (reytdlc)

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Please refer to: REYMARIE T. DE LA CRUZ, Chief, Public Information and Education Division (PIED), 9243245

Approved for Release: For the Commissioner of Internal Revenue:

GAUDENCIO A. MENDOZA, JR., Chief Legal Counsel

MARINA C. DE GUZMAN, Regional Director, Revenue Region No. 7 – Quezon City