

EMB-DENR CARAGA FIRST REGIONAL OFFICE TO GAIN ISO 9001:2008 CERTIFICATION

The Environmental Management Bureau-DENR Caraga or Region 13 is the first regional office of EMB to be certified for Quality Management System by AJA Registrar's Inc., as their chosen Certifying Body.



After a series of awareness seminars, trainings and rigorous audit, the organization has successfully achieved ISO 9001:2008 certification in December 28, 2015 bearing a Zero Non-conformance result of the audit.

One of the remarkable accomplishments of the newly appointed Regional Director, Wilson L. Trajeco, PME, PhD was his thrusts for EMB Caraga to be ISO certified in compliance to the Executive Order No. 605, requiring all Government Agencies to adopt and implement the ISO 9001 system and in support to the Philippine Government System. He has been very supportive of the organization's mandate not just in protecting the environment and our natural resources but also in giving their clients and the general public the quality service that a government agency is ought to be.

The ISO 9001:2008 quality management standard was developed and published by the International Organization for Standardization (ISO), a widely accepted

standard for quality service or product. ISO certification is based on the consistent implementation of the established process including customer satisfaction and continual improvement. The goal is to ensure customers receive consistently high quality services or products and continually improve it.

Quality service is always an issue to some if not all Government Agencies, that is why EMB Caraga took a step and established a system in order to assure that clients will receive and continue to receive the very best in quality service. It greatly shows their commitment to the environment, commitment to quality service and their commitment to continual improvement for clients' satisfaction.

Although, this is the last period of the 2008 version of the ISO standard, EMB still believes that obtaining ISO 9001:2008 is beneficial to the organization in order to fully understand the established policy and processes for an effective quality management program prior its transition to the 2015 version.

