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SECTION 4.0 – CONTEXT OF NEDA-ICC SECRETARIAT

4.1 Understanding the NEDA-ICC Secretariat and Its Context

NEDA-ICC Secretariat has determined, reviewed, and analyzed key aspects of its organization, services, and stakeholders relevant to its purpose and strategic direction. This required the identification and understanding of internal and external issues, both positive and negative, that can affect its ability to achieve intended results, its services and interested parties. These issues are summarized, monitored, and updated as appropriate during management planning and/or management reviews.

Reference: Quality Manual: Introduction (QM-02)

4.2 NEDA-ICC Secretariat's Interested Parties

Interested parties are the stakeholders who receive outputs (products and services) from, or who may be impacted by, the NEDA-ICC Secretariat's decisions and actions. They can affect the NEDA-ICC Secretariat's ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements. Thus, the NEDA-ICC Secretariat determines, monitors, and reviews the requirements, needs, and expectations of these relevant interested parties. This information is updated as necessary and used by the NEDA-ICC management to review its strategic direction during management planning and review. This is defined in the records of management review, and periodically updated as conditions and situations change.

Reference: Annex 1: NEDA Interested Parties

Primary interested parties of the NEDA-ICC Secretariat include the members of the ICC – Cabinet Committee (ICC-CC) and the ICC – Technical Board (ICC-TB), whom the NEDA-ICC Secretariat provide technical and staff support, and the implementing agencies / proponent agencies, which submit proposals to the NEDA-ICC Secretariat for ICC review and consideration. Other interested parties are identified in Annex 1 of this Manual.

4.3 Scope and Applicability of the Quality Management System

Considering its context (Section 4.1), the needs and expectations of its interested parties (Section 4.2), as well as its products and services, NEDA-ICC Secretariat has determined the scope of its QMS as follows:

“Appraisal of Program/Project Proposals and Facilitation of the ICC Action”

4.3.1. NEDA-ICC Secretariat's QMS covers all relevant staffs and their processes that impact the implementation, control, and improvement of the QMS, as specified in Section 4.4.



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4.3.2 The following requirements are deemed not applicable to NEDA-ICC's QMS:

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|------------|--------------------------|--|
| 7.1.5.2 | Measurement traceability | NEDA-ICC does not use, verify and/or calibrate measurement equipment to verify its products and services. |
| 8.3 | Design and Development | NEDA-ICC's QMS does not require any design and development activities to fulfil its mandate of facilitating ICC meetings |

4.4 Quality Management System and Its Processes

4.4.1 Business Process Map and Process Control

NEDA-ICC Secretariat adopted a process approach in establishing its QMS. Process approach means that processes are managed in order to effectively and efficiently achieve planned results. The determined QMS processes, their sequence, and interaction are arranged in a robust manner to consistently fulfil NEDA-ICC Secretariat's mandate and deliver its products and services effectively and efficiently. Appropriate criteria and methods (including monitoring and measurement against specified performance indicators) needed to ensure the effective operation and control of these processes are determined and implemented, and adequate resources provided. Quality objectives are established (refer to Section 6.2). Responsibilities, authorities and accountabilities are defined for each process, including the determination, evaluation and control of risks and opportunities, and the identification and implementation of needed changes are implemented to ensure that intended results are achieved and the QMS processes are continually improved.

NEDA-ICC Secretariat's business process map (refer to Section 2.8) provides an overview of the QMS processes (see Annex 10).

4.4.2. Documented Information




NEDA-ICC Secretariat has determined the documented information it needs to maintain and retain. For the purposes of NEDA-ICC Secretariat, maintained documented information are also referred to in many parts of the QMS as document, procedure, work instruction, form or any material that provide policies, instructions, or guidance in the planning, implementation and control of its processes. Maintained documented information are controlled under a documented procedure. On the other hand, retained documented information are referred to as records which are controlled to provide evidence and confidence that the QMS processes are being



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carried out as planned. Retained documented information are controlled under a documented procedure.

*References: Control of Maintained Internal Documented Information (QSP-QMS-01A)
 Control of Maintained External Documented Information (QSP-QMS-01B)*

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