REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE
Quezon City

June 19, 2015

REVENUE MEMORANDUM CIRCULAR NO. 33-2015

SUBJECT : **Publishes the Quality Management System (QMS) Roadmap for the ISO 9001:2008 Certification of Revenue District Offices (RDOs)**

TO : **All Internal Revenue Officials, Employees and Others Concerned.**

The Bureau seeks ways to improve customer satisfaction through effective and efficient delivery of its services. To achieve this, the Bureau adopts the ISO 9001:2008 Quality Management System in its Business Registration Processes that promotes standardized and systematic approach to the Bureau's primary frontline services.

Hence, this Circular is being issued to publish the QMS Roadmap (Annex "A") as a guide for the ISO 9001:2008 Certification of RDOs in establishing a Quality Management System. This roadmap depicts the end-to-end process to be undertaken by RDOs gearing towards ISO 9001:2008 Certification.

All internal revenue officers and employees are hereby enjoined to give this Circular a wide publicity as possible.

(Original Signed)
KIM S. JACINTO-HENARES
Commissioner of Internal Revenue

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