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

BUREAU OF INTERNAL REVENUE
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June 19,2015

REVENUE MEMORANDUM ORDER NO. 11-2015

SUBJECT : **Prescribes the Use of Quality Management Manual for the ISO 9001:2008 Certification of Revenue District Offices (RDOs)**

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

This Order is issued to prescribe the use of the Quality Management Manual (Annex "A") for the ISO 9001:2008 Certification of RDOs that aims to establish, implement and maintain a quality management system in conformity with the standard of ISO 9001:2008 Quality Management System. ISO 9001:2008 is a standard designed to specify requirements for a Quality Management System where the Bureau aims to enhance customer satisfaction through the effective application of the system, including processes for continual business improvement.

The manual contains the basic policies, objectives and guidelines set by the Bureau with regard to different aspects of business registration to deliver quality services and to improve internal and external stakeholders' satisfaction.

All concerned district offices that will undergo the said certification are directed to use this manual for the implementation of a uniform, consistent and standardized Business Registration Processes within their respective offices.

KIM S. JACINTO-HENARES
Commissioner of Internal Revenue

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