

NDA GEARING TO BE ISO CERTIFIED

Ms. Minda R. Diloy, Quality Management Specialist of the Philippine Carabao Center, served as the resource person on International Organization for Standardization (ISO).

She shared insights on quality management system in an organization as well as process efficiency, which is doing things the right way. She state that quality management principles start with the leader, and the people at all levels are the essence of an organization. Their involvement enables their abilities to be used for the organization's benefits. Management should always encourage, inform and educate decisions.

And at all times, management should always investigate the root cause, in order for them to know the corrective measures to be undertaken. We also need to focus and practice the PDCA Cycle that of: planning, doing, checking and acting out the corrective solutions to address the problems.

In a nutshell, she emphasized that improvement begins with the letter "I."



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