



**FIRST REGULAR SESSION**

**RESOLUTION NO. 322**

**RESOLUTION ENCOURAGING ALL MINISTRIES AND AGENCIES OF THE  
BANGSAMORO GOVERNMENT AND LOCAL GOVERNMENT UNITS  
TO PURSUE QUALITY MANAGEMENT SYSTEM CERTIFICATION  
FROM LOCAL AND/OR INTERNATIONAL CERTIFICATION BODIES**

**WHEREAS**, Section 8, Article IX of the Bangsamoro Organic Law mandates the Bangsamoro Government to provide, maintain, and ensure the delivery of basic and responsive health programs, quality education, appropriate services, livelihood opportunities, affordable and progressive housing projects, power and electricity, and water supply, among others, to the Bangsamoro people and other inhabitants of the Bangsamoro Autonomous Region;

**WHEREAS**, the continuous improvement in the delivery of public service in the Bangsamoro Autonomous Region must be the constant and perpetual objective of all Bangsamoro ministries, agencies, bureaus, and instrumentalities principally characterized by efficiency and effectiveness;

**WHEREAS**, Administrative Order (AO) No. 161, s. 2006 entitled “Institutionalizing Quality Management Systems in Government” was issued on October 5, 2006 to promote and enhance public sector organizations’ performance in all agencies of government in the delivery of quality services;

**WHEREAS**, AO 161 enjoins all government agencies to establish an International Organization Standard (ISO)-aligned Quality Management System (QMS);

**WHEREAS**, Executive Order (EO) No. 605, s. 2007, which amended AO No. 161, was issued on February 23, 2007 to institutionalize the structure, mechanism, and standards to implement the Government Quality Management Program (GQMP), a national government program that seeks to level up the country’s quality improvement initiatives including sustained certification to ISO 9001 QMS; enhanced capability in managing risks and disruptions, and in providing consistent/sustained quality of public service; and evidenced-based improvement in the delivery of public services;

**WHEREAS**, EO 605 enjoins Local Government Units and State Universities and Colleges to establish ISO Quality Management Systems (ISO-QMS);

**WHEREAS**, several Memorandum Circulars have also been issued in reference to the provisions of AO 161 regarding the establishment of an ISO-QMS in government offices including DTI Memorandum Circular No. 19-02, Series of 2019, CHED Memorandum Order No. 46, Series of 2012, DepEd Memorandum No. 078, Series of 2021, and Government Quality Management Committee Memorandum Circular No. 2020-1, all serving to reaffirm the commitment of the Government of the Philippines in pursuing continual improvement in the delivery of public services;

**WHEREAS**, ISO 9001:2015, the most widely-pursued ISO standard, specifies requirements for a quality management system when an organization: a) needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and b) aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements;

**WHEREAS**, the establishment of an ISO certified quality management system in all the ministries, agencies and offices of the Bangsamoro Autonomous Region in Muslim Mindanao will provide assurance to the public that the processes and performance of the Bangsamoro Government as well as the performance of their officials and employees are held to globally recognized standards:

**NOW, THEREFORE**, be it

**RESOLVED**, as it is hereby resolved by the Bangsamoro Transition Authority, To encourage all ministries and agencies of the Bangsamoro Government and local government units to pursue quality management system certification from local and/or international certification bodies.

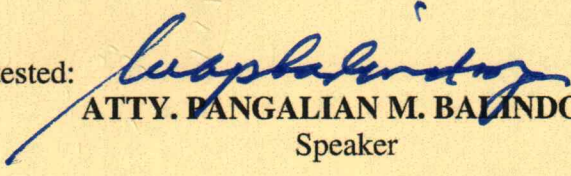
**RESOLVED, FURTHER**, To disseminate copies of this Resolution to all ministries and agencies of the Bangsamoro Government and local government units for their information and appropriate action.

**ADOPTED**, *Sha'ban* 29, 1444/March 21, 2023.

Certified Correct:

  
**PROF. RABY B. ANGKAL**  
Secretary-General

Attested:

  
**ATTY. PANGALIAN M. BALINDONG**  
Speaker

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