

Press Release

Pag-IBIG maintains ISO certification for NCR branches

Pag-IBIG Fund successfully maintained its ISO 9001:2008 certification for Membership Registration Process in 17 NCR branches. These branches passed the Surveillance Audit conducted by TUV-SUD PSB Philippines last August 18-26, 2016.

“TUV SUD, one of the world’s leading technical service organizations, informed us that our 17 branches in the NCR remain to be ISO-compliant. These are: Antipolo in Rizal; Ayala, Buendia I, Buendia II, and Guadalupe in Makati; Binondo and Manila in Manila; Caloocan; Commonwealth, Cubao, Kamias, and Quezon Avenue in Quezon City; Imus in Cavite; Muntinlupa; Ortigas in Pasig; Pasay; and SM Aura in Taguig,” said Vice President for Management Services Group and Head of the ISO Compliance Team, Voltaire M. dela Rosa.

Last December 2014, TUV SUD granted Pag-IBIG Fund an ISO 9001:2008 certification for the second time. The certification falls under the Advocacy and Capability Building Component of the Government Quality Management Program. This component is expected to promote awareness, generate support, harness resources, and develop organizational capabilities in establishing, implementing, and continuing improvement of quality management system in public sector organizations.

The German firm’s Philippine office reviewed Pag-IBIG’s membership registration processes and found it to be worthy of the world-class certification. The ISO certification further boosts the agency’s credibility and adds value to its services. The firm gave Pag-IBIG Fund its second ISO certification that now covers all 17 NCR branches to date. This was maintained in December 2015.

Pag-IBIG Fund is the first key shelter agency in the Philippines to receive such certification in December 2011. The agency earned the certification at a record time of three months and 19 days at that time. (end)