


PHILIPPINE FISHERIES DEVELOPMENT AUTHORITY

QUALITY MANUAL




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1. INTRODUCTION

1.1 BACKGROUND

The Philippine Fisheries Development Authority's (PFDA) Quality Manual (QM) defines and clarifies policies, systems, and procedures adopted to implement and continuously improve the quality management system.

The QM, together with associated documents mentioned hereto, aims to:

- 1.1.1 Describe the basic elements of PFDA's Quality Management System (QMS) and to serve as a reference in its implementation and continual improvement;
- 1.1.2 Inform PFDA's internal and external stakeholders of the agency's QMS and enable them to implement and observe the quality system that is being maintained at PFDA; and,
- 1.1.3 Serve as reference and guide for all personnel and make them familiar with and appreciate the PFDA QMS.

1.2 APPLICATION

The application of PFDA's QMS is limited to the harbor and market operational processes, as well as the related management and support processes, in the Navotas Fish Port Complex (NFPC) located at North Bay Boulevard, Navotas City.


1.3 EXCLUSION

The quality management system excludes the following ISO 9001 requirements:

- 1.3.1 Design and development (Clause 7.3) – PFDA adopts and applies existing product and process technologies in the delivery of its products and processes, and does not do design and development.
- 1.3.2 Validation of processes for production and service provision (Clause 7.5.2) – the resulting outputs of PFDA's core operational processes can be verified by subsequent monitoring and measurement, and deficiencies can be immediately addressed.

1.4 CUSTODIANSHIP

The duly approved and signed copy of the PFDA Quality Management System Manual shall be under the custodianship of the Corporate Planning and Management Information System Department (CPMISD).

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The CPMISD shall provide hard copies of the approved QMS Manual to all authorized copyholders.

The CPMISD shall be responsible for updating the QMS Manual to incorporate all amendments as recommended by the QMS Management Committee, endorsed by the General Manager and approved by the Board of Directors.


The CPMISD shall likewise advise all concerned department/offices, through a memorandum, of all approved amendments.

1.5 DEFINITION OF TERMS & ABBREVIATIONS/ACRONYMS USED


For the purpose of this Manual, the terms and definitions in ISO 9001:2008 applies. In addition, the following terms and definitions are applicable:

Definition of Terms


- 1.5.1.1 Accreditation - a process of validation in which certification of competency, authority, or credibility is presented. The accreditation shall serve as permit which will entitle the trantee to operate or engage in business activity registered therein.
- 1.5.1.2 Audit – refers to systematic, independent, and documented process of obtaining evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.
- 1.5.1.3 Auditor – is a competent individual (qualified on the basis of appropriate education, training, experience, and demonstrated skills) who actively participates in conducting the audit process.
- 1.5.1.4 Authority - the Philippine Fisheries Development Authority created by PD 977 dated August 13, 1976, as amended by EO 772 dated February 8, 1982.
- 1.5.1.5 Berth – part of the pier or wharf that is occupied by a vessel or place where vessel is moored or secured, an allocated accommodation of a vessel.
- 1.5.1.6 Berthing – the maneuvering of a vessel from anchorage or pilot station to a berth, including the action to make fast the vessel alongside.
- 1.5.1.7 Boat Master - A person who captains or is in charge of a boat.
- 1.5.1.8 Buyer-Seller - one who is engaged in buying fish for resale inside the market.

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- 1.5.1.9 Client Satisfaction - is a perception. It is also a question of degree. It can vary from high satisfaction to low satisfaction. If customers believe that you've met their requirements, they experience high satisfaction. If they believe that you've not met their requirements, they experience low satisfaction.
- 1.5.1.10 Competence - is demonstrated ability to apply the necessary knowledge and skills to meet a standard.
- 1.5.1.11 Continual Improvement - is the ability of an organization to carry out a set of activities in order to enhance its ability to meet requirements. Continual improvements can be identified primarily by carrying out audits, self-assessments, management reviews, and benchmarking projects. It can be realized by collecting and analyzing data/information, setting objectives, and implementing corrective and preventive actions to address specific concerns.
- 1.5.1.12 Corrective Action - is a step taken to remove the cause of an existing nonconformity or undesirable situation.
- 1.5.1.13 Department - refers to a PFDA operating and support unit.
- 1.5.1.14 Document - is an issuance created and used to support an effective and efficient organizational operation (e.g., guidelines, handbooks, manuals); this issuance could be amended.
- 1.5.1.15 Effectiveness - is the extent to which planned activities are realized and planned results are achieved.
- 1.5.1.16 Executive Order - is a policy directive issued by the President of the Philippines.
- 1.5.1.17 Guidelines - documents stating recommendations or suggestions.
- 1.5.1.18 Information - meaningful data
- 1.5.1.19 International Organization for Standardization (ISO) - a worldwide federation of national standards bodies, with representatives from each of approximately 175 countries, a non-governmental organization that was formed on 23 February 1947.
- 1.5.1.20 Fish - shall include fishery/aquatic products.
- 1.5.1.21 Fish Broker - one who is engaged in fish trading activities in the market by acting as a middleman between the fish suppliers and the buyers.

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- 1.5.1.22 Fish Dealer/Viajero - one who buys fish from the Fish Broker/Buyer and Seller and sell the fish to various market outside PFDA Port.
- 1.5.1.23 Fish Supplier - owner or operator of any commercial fishing boat, fish pen or any person who sells fish through the market.
- 1.5.1.24 Fish Tub – a container used to display fish at the market hall, made of suitable materials which contain a minimum of 40 kilograms.
- 1.5.1.25 Fishing Vessels - a boat or ship used to catch fish and other marine products as well, in the sea or in a lake or river.
- 1.5.1.26 General Manager - the incumbent General Manager or the Assistant General Manager whenever acting as General Manager or any person lawfully designated as Officer-in-Charge of the PFDA.
- 1.5.1.27 Guideline – is a statement or other indication of policy or procedure by which to determine a course of action.
- 1.5.1.28 Infrastructure – includes buildings, lawns, work area, utilities, and other supporting services (such as transport and communication).
- 1.5.1.29 Internal Quality Audit - referred to as first-party audit, it is used to audit the QMS for internal purposes; it can also be used to declare that the Field Office complies with ISO 9001:2008 Standard.
- 1.5.1.30 Lease Contract – a formal document that identifies the lessor, lessee, and the leased asset or property; states lease term and fee (rent), and detailed terms and conditions of the lease agreement.
- 1.5.1.31 Management Review – is the formal evaluation by the top management of the continuing suitability, adequacy, and effectiveness of the QMS in relation to Quality Policy, internal business process results, business objectives, and customer feedbacks.
- 1.5.1.32 Market - The NFPC Market situated in Navotas City, unless otherwise intended to refer to other fish ports owned, operated, supervised or maintained by the Authority.
- 1.5.0.33 Market Checker/Supervisor - unless otherwise specified, shall mean the Market Master of the NFPC.
- 1.5.1.34 Nonconformity – is any deviation from work standards, practices, procedures, regulations, management system, performance, etc. that could either directly or indirectly lead to failure to meet the desired output or service.

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1.5.1.35 Objective Evidence – is any documented statement of fact, other information or record, quantitative or qualitative, pertaining to the quality of an item or activity, based on observations, measurements or tests which can be verified.

1.5.1.36 Office Order - It contains instructions related to work/operation. It is mandatory compliance by the target group.

1.5.1.37 Operating Unit – refers to PFDA Regional Fish Ports.

1.5.1.38 Penalty - The amount charged to port clients who violate port rules and regulations set by the PFDA on a per offense basis and to lessee who violates the provisions of the lease contract.

1.5.1.39 PFDA Identification Card – issued to a client upon securing a permit to conduct business inside the port.

1.5.1.40 Permit Fee - The amount charged to the owner of a vessel that stays and/or moors in the area of jurisdiction of the port; pier, banca landing, quayside and anchorage area. This is on a per day basis at a rate depending on GRT of the vessel.


1.5.1.41 Plan-Do-Check-Act Cycle – is a four-step management method adopted for the control and continuous improvement of processes. The first step involves planning for the necessary improvement; the second step is the implementation of the plan; the third step is the checking of the results of the plan; the last step is to act upon the results of the plan.

1.5.1.42 Port - the Navotas Fish Port Complex (NFPC) situated in Navotas City, unless otherwise intended to refer to other fish ports owned, operated, supervised or maintained by the Authority.


1.5.1.43 Port Clearance - a certificate given by the port management, in which is stated the master or commander (naming him) of a ship or vessel named and described, bound for a port, named, and having on board goods described, has entered and cleared his ship or vessel according to law.

1.5.1.44 Port Manager - the incumbent Port Manager or the Assistant Port Manager whenever acting as Port Manager or any person lawfully designated as Officer-in-Charge of the Port.

1.5.1.45 Preventive Action – is the action taken to eliminate the cause of potential nonconformity and avoid the occurrence of undesirable situation.

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- 1.5.1.46 Procedures, Work Instructions - documents that provide information about how to perform activities and processes consistently.
- 1.5.1.47 Process – is a set of interrelated resources and activities that transforms input into outputs.
- 1.5.1.48 Processor – any person/entity engaged in commercial, custom or institutional processing of fish and fishery products.
- 1.5.1.49 Service realization – is the set of necessary processes used to bring an idea of a product or service to an actual, final product or service.
- 1.5.1.50 Registration - The process by which a client becomes legally entitled to conduct business inside the fish port.
- 1.5.1.51 Quality – is the degree to which a set of inherent characteristics fulfills requirements.
- 1.5.1.52 Quality Management System – is a collection of business processes focused on achieving an organization's quality policy and quality objectives — i.e., what the customer wants and needs.
- 1.5.1.53 Quality Manual - the scope of the QMS and justification for exclusions; documented procedures or reference; and description of the sequence and interaction of the processes.
- 1.5.1.54 Quality Plans - documents specifying the processes of the QMS (including the service realization processes) and the resources to be applied to a specific product, project or contract.
- 1.5.1.55 Record – refers to papers, maps, photographs, or other documentary materials, regardless of physical form or characteristics that have been created or received by the Field Office in pursuance of its mandates and/or in connection with the transaction of public business and has been preserved or appropriated for preservation by the PFDA or its legitimate successors as evidence of the organization, functions, policies, decisions, procedures, operations or other activities of the Department because of the information value or data contained therein (PFDA Standards Operating Procedures on Records Management).
- 1.5.1.56 Specifications - documents stating requirements.
- 1.5.1.57 Stakeholder – refers to a group that is or might be affected by the Field Office's activities or action. Examples include customers.

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1.5.1.58 Transshipment Fee - The fee charged to a fish supplier for local or export market that transport fish outside the port after unloading from a vessel on a per tub, box or kilogram basis.

1.5.1.59 Work Instructions – refer to a sequence of steps in executing a task or activity.

1.5.2 Abbreviations and Acronyms Used in This Manual

1.5.2.1 ASD - Administrative Services Department

1.5.2.2 ASD - Administrative Services Division

1.5.2.3 BBS - Banca Berthing Stub

1.5.2.4 BBP - Banca Berthing Permit

1.5.2.5 BFAR - Bureau of Fisheries and Aquatic Resources

1.5.2.6 BOC-Bureau of Customs

1.5.2.7 CAS - Conveyance Assessment Slip

1.5.2.8 CPP - Cargo/Provision Pass

1.5.2.9 ETA - Expected Time of Arrival

1.5.2.10 ETD - Expected Time of Departure

1.5.2.11 FSD - Finance Services Department

1.5.2.12 FSD - Finance Services Division

1.5.2.13 FUMTR - Fish Unloading and Market Transaction Report

1.5.2.14 GRT - Gross Registered Tonnage

1.5.2.15 HACCP - Hazard Analysis Critical Control Point


1.5.2.16 HOD - Harbor Operations Division

1.5.2.17 MOD - Market Operations Division

1.5.2.18 NFPC - Navotas Fish Port Complex

1.5.2.19 NOA - Notice of Arrival

1.5.2.20 OCM - Outward Cargo Manifest

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1.5.2.21 OP - Order of Payment

1.5.2.22 PMD - Port Maintenance Division

1.5.2.23 PSD - Police Security Division


1.5.2.24 OSAC - One Stop Action Center

1.5.2.25 PPA - Philippine Ports Authority

1.5.2.26 PFDA - Philippine Fisheries Development Authority

1.5.2.27 PFMA - Philippine Fish Marketing Authority

1.5.2.28 WAS - Wharfage Assessment Slip

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2 PFDA PROFILE

2.1 Brief History

The Philippine fishing industry was experiencing an annual production growth rate of 5.5% at the national level prior to the creation of PFDA. This accomplishment, however, spawned marketing problems due to inadequate fish marketing infrastructure, poor fish handling practices, chaotic system of distribution, and limited post-harvest processing technology. Immense losses from spoilage, fish quality deterioration, slow rate of fish dispatch, and price instability had been the results of these problems. Thus Presidential Decree 977, creating the Philippine Fish Marketing Authority (PFMA), was promulgated on August 11, 1976 to address and provide solutions for the fishing industry's post-harvest problems.


In the need to pursue the national economic development with renewed dedication and greater determination, Executive Order No. 772 was issued on February 8, 1982 to amend P.D. 977. By virtue of this E.O., the PFMA was renamed as Philippine Fisheries Development Authority (PFDA) with expanded functions and powers and revised constitution of the Board of Directors.

2.1.1 Mandate

The Philippine Fisheries Development Authority (PFDA) is the government agency mandated to strengthen the government's developmental thrusts in fisheries through a program that would balance production ventures with adequate post-harvest support facilities.

Created on August 11, 1976, PFDA is vested with powers and responsibilities of promoting growth of the fishing industry and improving efficiency in the handling, preserving, marketing and distribution of fish and fishery products through the establishment and administration of fish ports, fish markets and other infrastructure necessary for the progressive advancement of the fishing industry. Its establishment signaled the thrust of the government at providing modern organizational and marketing framework to supplement current and future infrastructure development programs in the fishing industry.

In the thirty-nine years that the PFDA has been in the fisheries sector, the Authority has made headways in attaining its objectives and fulfilling its mandate. Through three core programs, namely: (1) the Regional Fish Ports Program; (2) the Municipal Fish Ports Program; (3) the Ice Plants and Cold

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Storages Program. PFDA continuously responds to the need of the sector for post-harvest facilities and services.

2.2 Vision

By 2020, PFDA should have achieved effective and sustainable post-harvest facilities and infrastructure, contributing to enhance competitiveness in the fisheries sector.

2.3 Mission

- 2.3.1 Establish, operate, and maintain fishery post-harvest infrastructures and facilities, as well as provide market information and related services;
- 2.3.2 Conduct operations prudently by providing viability and financial growth to assure continuous improvement of port facilities and delivery of service; and
- 2.3.3 Satisfy stakeholders' business requirements with timely and quality service.


2.4 Core Values

- 2.4.1 Outstanding Service
- 2.4.2 Unity of Purpose
- 2.4.3 Responsive to needs of our stakeholders
- 2.4.4 Professionalism and Integrity in our actions
- 2.4.5 Financial Stewardship/Stability
- 2.4.6 Dedication to work and commitment
- 2.4.7 Adherence to excellence in corporate governance

2.5 Core Programs

Being a developmental government institution, the PFDA performs the supportive role of providing the fishing industry with a nationally integrated fishery infrastructure by strong institutional linkages. Particularly, the services it offers to the industry are:

- 2.5.1 Management, operations, and development of regional commercial fish port complexes located in strategic areas in the Philippines;
- 2.5.2 Establishment of ice plants and cold storages, municipal fish ports, warehouses, factory buildings and other structures necessary for the development of the fishing industry;
- 2.5.3 Lease of commercial and industrial areas within the fish port complexes;
- 2.5.4 Conduct of training on Hazard Analysis Critical Control Points and Good Manufacturing Practices and on the co-operation and co-management of municipal fish port; and
- 2.5.5 Monitoring, compilation, and dissemination of fishery statistics and information necessary in the conduct of business activities and policy formulation.

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2.6 Facilities

The NFPC is the PFDA's premier fishing port and fish market complex. It is located at the heart of Navotas in the Northeastern section of Manila Bay.

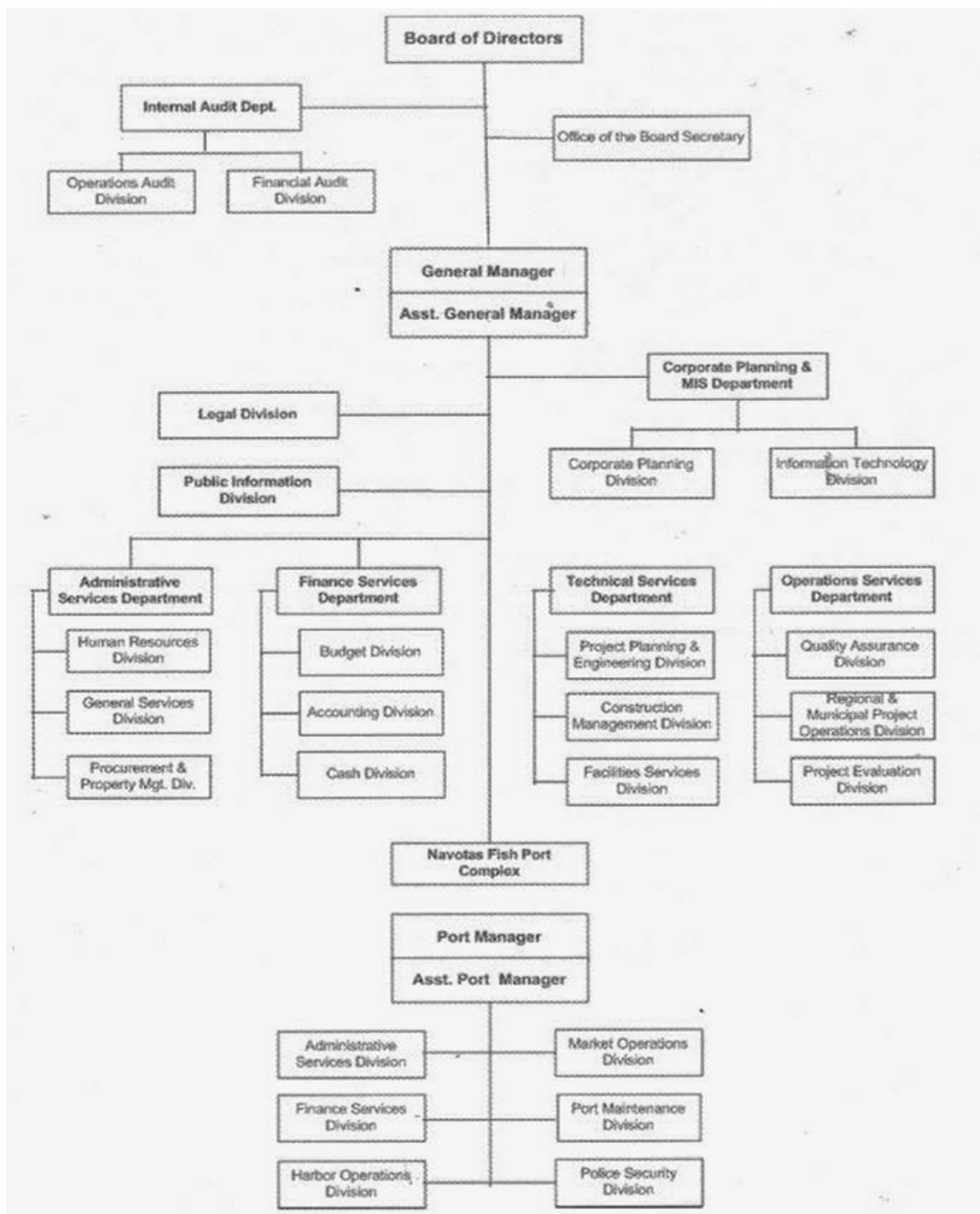
It is a marine industrial complex where portions not being used for fish landing and trading purposes, approximately 20 hectares, are being leased to the private sector for fish canning, processing and other related services. The NFPC's various facilities are:

- Pier Nos. 1, 2, 3, 4, 5
- Rockmound Breakwater
 - * South Breakwater
 - * West Breakwater
- Market Hall Nos. 1, 2, 3, 4, 5
- Banera Warehouse
- Power Sub-station No. 1
 - * Elevated Water Tank w/ MWSS 8 in. Diameter Distribution Line
 - * Pump House Nos. 1, 2 & 3
 - * Salt Water Filtration Nos. 1 & 2
 - * Cylindrical Water Tank
- Motorpool Compound
- NFPC Administration Building and NFPC Staff House
- Roadway Systems
- NFPC Fire Station
- Entrance/Exit Gate, Tool Booth & Guard House
- Perimeter Fence
- Parking Areas
- Food Service Area
- Fuel depot that supplies fuel to the fishing vessels directly through Gate 1
- Broker's Offices

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2.7 PFDA Organizational Structure

Fig. 01 – Functional Table of Organization



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3 GENERAL DESCRIPTION OF THE GROUP

3.1 Key Responsibilities and Authorities

3.1.1 Board of Directors

- Provides the overall policy and strategic direction of the Corporation in implementing the plans and programs
- Approves the annual/supplementary budgets
- Organizes, reorganizes and determines the Authority's staffing pattern
- Appoints the General Manager/Assistant General Manager
- Performs other functions which are explicitly provided by the PFDA charter

3.1.1.1 Internal Audit Department

- Determines the adequacy and effectiveness of the agency's internal control system and the quality of unit performance in carrying out assigned responsibilities in the conduct of operations and special programs/projects and delivery of services
- Informs and advises the Audit Committee/BOD regarding internal audit-related concerns and requirements
- Formulates and recommends financial, administrative, operations and special program audit policies, guidelines, systems and procedures in accordance with existing government rules and regulations

3.1.1.2 Office of the Board Secretary

- Plans, schedules, organizes and facilitates the conduct of meetings of the Board of Directors (BOD)
- Prepares the agenda for the BOD meetings regarding all matters and cases submitted for approval/decision
- Prepares the minutes of BOD meetings, including resolutions passed, decisions made, directives and instructions issued
- Coordinates the transmittal of BOD decisions, issuances and instructions to the PFDA units, officials and employees concerned, and monitors the implementation of appropriate action on such directives
- Organizes and maintains the records of the BOD (minutes, resolutions, etc.), and furnishes the Board with supplemental information as may be required in their deliberations on corporate policies and directions
- Coordinates with concerned units/staff regarding implications/effects of BOD decisions vis-à-vis unit/corporate performance

3.1.2 General Manager

- Responsible for the overall management of the Corporation
- Implements and enforces the policies, programs, guidelines, standards, decisions, rules and regulations prescribed by the Board
- Submit to the BOD policies, plans and programs as may be deemed necessary to carry out the agency's mandate

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- Determines the need to undertake studies and researches pertaining to the fishing industry in general and the operations of PFDA
- Appoints, dismisses, promotes and transfer personnel below the rank of the Assistant General Manager
- Submits to the Board periodic and special reports

3.1.3 Assistant General Manager

- Assists the General Manager in the implementation and enforcement of policies, programs, rules/regulations and directives prescribed by the BOD
- Assists in managing the day-to-day affairs of the agency, specifically in the monitoring of port operations
- Provides general direction in the evaluation of personnel and other personnel-related actions and in major procurement and infrastructure-related activities

3.1.3.1 Corporate Planning and Management Information Services Department

- Formulates and recommends the agency's Strategic Plan and Master Plan
- Coordinates the preparation of annual work plans of the organic units to ensure synchronized plans of action toward the attainment of corporate goals
- Monitors and evaluates corporate performance and results of operations vis-à-vis planned targets and prepares corresponding performance evaluation reports
- Informs and advises top management regarding strategic directions and corporate planning concerns
- Renders technical assistance to the organic units on work plan requirements and related matters
- Undertakes economic and market-related studies and researches necessary to enhance agency operations and services
- Prepares project proposals and related documents for fund sourcing purposes
- Undertakes overall planning, implementation and supervision of all IT-related activities under the agency's Integrated Information Systems Development Plan
- Provides/recommends applicable and necessary computer operating systems to ensure timely and accurate collection, compilation, and storage of information and pertinent data
- Develops and maintains the agency's network for the internet and intranet connection among all units

3.1.4 Core Program Services

3.1.4.1 Technical Services Department

- Formulates and recommends policies, systems and techniques for the effective implementation of developmental projects and the repair, rehabilitation and improvement of existing facilities and utilities

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- Prepares preliminary appraisal and feasibility studies of project proposals to determine infrastructure projects proposed for implementation
- Prepares, reviews and validates engineering, architectural and technical plans for proposed infrastructure projects
- Supervises, monitors and evaluates the construction/rehabilitation/repair activities undertaken by private contractors or by administration on duly approved projects
- Renders technical assistance to operating units on matters involving technical plan preparation and related concerns
- Prepares the annual work plans in coordination with other units for inclusion in the over-all expenditure program of the Corporation

3.1.4.2 Operations Services Department

- Develops standard operating systems and procedures for the efficient and effective operation of regional and municipal projects
- Provides technical assistance to local government units (LGUs) in the pre-operational requirements and activities for newly-constructed fish port projects and other fishery post-harvest facilities
- Spearheads the institutionalization of the principles of GMP/SSOP/HACCP in the ports/project operations through the formulation and implementation of pertinent internal policies and implementing guidelines (i.e, Good Manufacturing Practices, Sanitation Standard Operating Procedures, Hazard Analysis Critical Control Points)
- Conducts and evaluates studies to determine the effectiveness of project implementation and identify necessary measures to enhance agency operations
- Acts as a central coordinating unit with other government agencies, private sector and international institution on concerns pertaining to fishery port operating system/procedures and GMP/SSOP/HACCP compliance in fish ports, fish landings and other fishery post-harvest projects under PFDA administrative jurisdiction

3.1.4.3 Office of the Port Manager (Navotas Fish Port Complex)

- Responsible for the overall management and supervision of the port
- Provides effective/efficient monitoring, evaluation and control mechanisms on port operations to ensure proper compliance with existing laws and duly prescribed policies, rules and regulations
- Recommends short/long-range port development plans/programs, annual port operating budgets, personnel actions, lease contracts, and other port concerns requiring top management/BOD approval
- Implements, monitors and evaluates quality assurance-related systems, procedures and requirements in all areas of port operation (i.e., GMP/SSOP/HACCP and food safety compliance, etc.)
- Implements ICT system, marketing/promotion and communication plans, and accreditation system for port clients, and recommends the corresponding enhancement on the implementation of such program, as necessary

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3.1.4.3.1 Harbor Operations Division

- Supervises and monitors harbor operations such as berthing and unloading space allocation of fishing vessels
- Conducts cargo inspection
- Monitors transshipment activities and loading of wharfage and conveyances (ice, water and fuel)
- Assess wharfage, conveyance, berthing and other harbor fees and charges (boat repairs, water, power, etc.), operation of equipment and machinery in the conduct of harbor operations
- Enforces existing laws and duly prescribed policies, rules and regulations in the conduct of harbor operations, particularly with regard to quality assurance, cleanliness and safety in the harbor areas (i.e., compliance with GMP/SSOP/HACCP) and the requirements re: International Ship and Port Security (ISPS)
- Reviews and recommends proposed harbor contracts and monitor the implementation of duly approved contracts
- Evaluates and recommends harbor clients/participants applying for accreditation
- Conducts studies and formulates/recommends implementing guidelines, policies and programs to improve the delivery of harbor services
- Conducts necessary training of clients/participants to international standard of food safety for harbor operations

3.1.4.3.2 Market Operations Division

- Supervises and monitors market operations consisting of fish unloading and buyer/seller operation, as well as the utilization of market facilities and conduct of transshipment activities
- Enforces existing laws and duly prescribed policies, rules and regulations in the conduct of market operations, particularly with regard to quality assurance, cleanliness and safety in the market areas
- Assesses fish unloading and transshipment fees, buyer/seller fees and other market fees and charges (power, water, etc.)
- Reviews and recommends proposed market contracts and monitors the implementation of duly approved contracts
- Evaluates and recommends market clients/participants applying for accreditation
- Conducts studies and formulates/recommends implementing guidelines, policies and programs to improve the delivery of market services
- Conducts necessary training of clients/participants to international standard on food safety for market operations

3.1.4.3.3 Port Maintenance Division

- Ensures the adequacy of logistics for port maintenance and the general upkeep and satisfactory condition of the port 's industrial estate and facilities, through the implementation of programs such as preventive maintenance, energy

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conservation, quality assurance, port environment enhancement, repair and rehabilitation works and the efficient programming and scheduling of maintenance works

- Prepares architectural and engineering designs and work programs as may be necessary for port maintenance works
- Enforces existing laws and duly prescribe policies, rules and regulations in the conduct of port maintenance operations, particularly with regard to environmental concerns such as waste water/solid waste management, air/water/noise pollution control, GMP/SSOP/HACCP and quality assurance cleanliness and safety within the port premises and formulates/recommends implementing guidelines, policies, program, and operating system enhancements to improve delivery of maintenance services

3.1.4.3.4 Police and Security Division

- Enforces existing laws and duly prescribed policies, rules and regulations in the maintenance of peace and order within port premises, particularly with regard to the International Ship and Port Security (ISPS) requirements and the directives of the National Law Enforcement Coordinating Committee (NALECC)
- Secures the vital port installations and facilities against terrorist attacks and other violent acts of misguided elements (in compliance with the Office of the President directives)
- Monitors and assesses the peace and order situation in the port and ensures the safety of port personnel, clients and the general public
- Coordinates with authorities concerned on the apprehension of those found responsible for the conduct of illegal activities such as theft, public disturbance, use/sale of prohibited drugs, extortion, gambling, smuggling, etc.
- Implements measures against illegal fishing activities
- Conduct investigations and intelligence work as may be necessary in the performance of unit functions
- Formulates and recommends security-related implementing guidelines, policies, programs, and rules/regulations to ensure a favorable business climate within the port premises

3.1.5 Support Operations Group

3.1.5.1 Administrative Services Department – CO

- Develops and administers efficient operating systems on human resources development and management, general services, procurement and property management
- Recommends policies, guidelines, procedures and methodologies on general administrative matters and informs and advises top management on administrative concerns
- Renders technical assistance to the organic units on matters involving general administrative requirements

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3.1.5.2 Finance Services Department - CO


- Undertakes financial management and control activities covering the areas of financial planning/forecasting, corporate accounting, treasury and general custodianship of corporate financial assets
- Formulates, recommends and implements financial management programs, policies and systems
- Ensures the sound management of corporate funds/resources through proper and systematic planning and control, accurate accounting, and fair and timely presentation of corporate results of operations and financial conditions
- Informs and advises top management regarding financial concerns and render technical assistance to the organic units
- Oversees the implementation of the annual corporate operating budget and analyzes financial performance based on duly prescribed policies and guidelines

3.1.5.3 Administrative Services Division - NFPC

- Provides general administrative support services to port operations
- Implements economical, efficient and effective systems for human resources development and management, property and procurement management, records management, and related administrative/general support services
- Ensures that administrative concerns are properly complied based on existing laws and duly prescribed policies, rules and regulations pertaining to the aforementioned administrative concerns
- Conducts studies and formulates/recommends implementing guidelines, policies and programs to improve the delivery of administrative services
- Provides administrative support/assistance and secretariat in various committees of PFDA

3.1.5.4 Finance Services Division - NFPC

- Manages, monitors and controls the allocation and disbursement of funds in accordance with approved budget rules and regulations
- Ensures adherence to sound financial accounting and control practices and principles
- Prepares and evaluates financial transactions
- Maintains the books of accounts and financial information system
- Provides financial advisory services to the Port Manager
- Manages the cash position of the port including collections and disbursements
- Conducts studies and recommends/formulates implementing guidelines, policies and programs to improve the delivery of the finance-related services

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4 QUALITY MANAGEMENT SYSTEM

4.1 General Requirements

The Philippine Fisheries Development Authority (PFDA) establishes, documents, implements, and maintains a Quality Management System (QMS) and continually improves its effectiveness in accordance with the requirements of ISO 9001:2008 standard.


PFDA determines the process needed for the QMS and their application throughout the organization and the criteria and methods needed to ensure that both the operation and control of these processes are effective; ensures the availability of resources and information necessary to support the operation and monitoring of these processes; monitors, measures as appropriate, and analyzes these processes; and implements actions necessary to achieved planned results and continual improvement of these processes.

4.2 Process Model

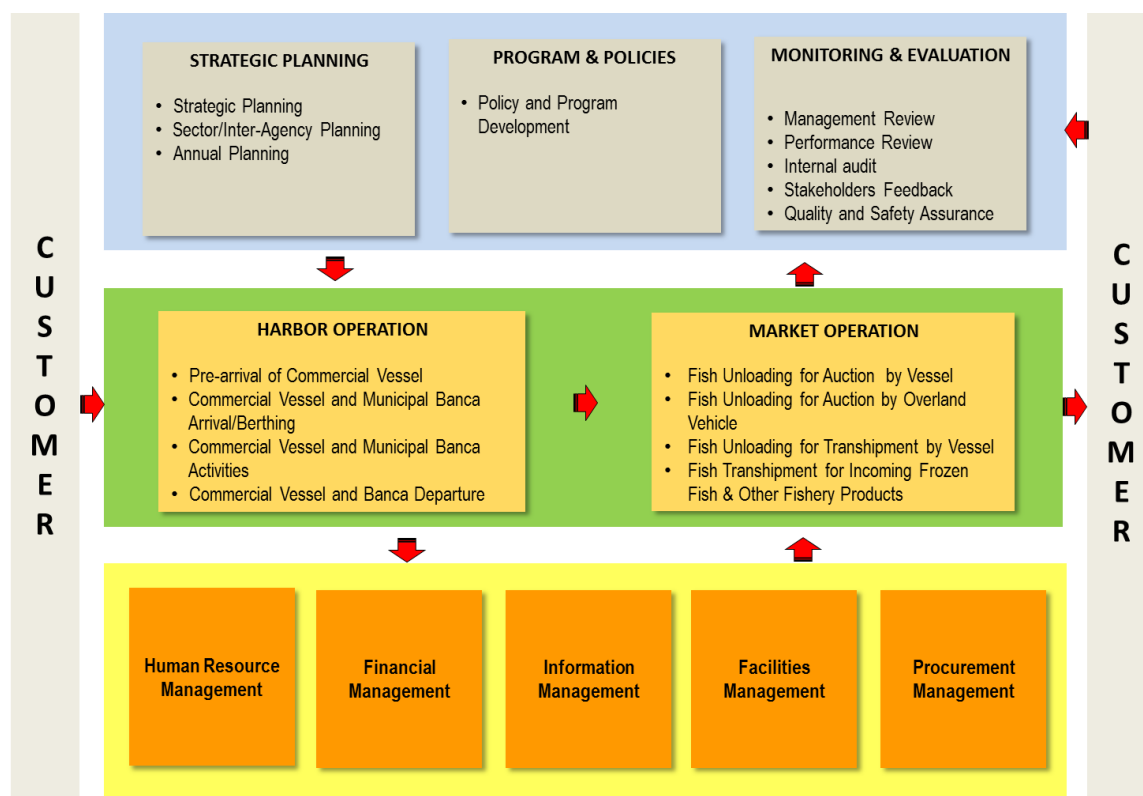
The sequence and interaction of these processes are described in the PFDA Process Model (Figure 01).

PFDA's model of a process-based quality management system illustrates the linkages among the management processes, the core processes, the support processes, and measurement, analysis and improvement processes. The model shows that the customers (clients) play a significant role in defining requirements as inputs.

Monitoring of customer satisfaction requires the evaluation of information relating to customer perception as whether PFDA has met the customer's needs.

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PFDA BUSINESS PROCESS FOR HARBOR AND MARKET



MANAGEMENT PROCESS

Strategic Planning <ul style="list-style-type: none"> • Strategic Planning • Sector/Inter Agency Planning • Annual Planning 	Program & Policies <ul style="list-style-type: none"> • Policy and Program Development 	Monitoring & Evaluation <ul style="list-style-type: none"> • Management Review • Performance Review • Internal Audit • Stakeholders Feedback • Quality and Safety Assurance
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4.3 Harbor and Market Operation

HARBOR OPERATION

1. Commercial Vessel

1.1. Pre-Arrival of Vessel

- 1.1.1. *Vessel Operator/Agent/Representative* notifies Harbor Operations Division (HOD) Desk Officer at least 24 hours prior to vessel's expected date and time of arrival.
- 1.1.2. *HOD Desk Officer* accepts Notice Of Arrival.

1.2. Vessel Arrival/Berthing

- 1.2.1. *Vessel* proceeds to allocated berthing area with the assistance of the Harbor Master/Berthing Control Officer assigned in a specific area.
- 1.2.2. *Boat Captain/Representative* reports vessel arrival to HOD Desk Officer.
- 1.2.3. *HOD Desk Officer* encodes vessel arrival information in the FISHPORTAL, prints Berthing Permit (BP) in triplicate using the Transaction Billing Form (TBF), issues original to Boat Captain and retains the 2 other copies.

1.3. Vessel Activities

1.3.1. Unloading of fish

- 1.3.1.1. Upon arrival/berthing, *Boat Captain/Representative* informs *Harbor Master* of fish unloading.
- 1.3.1.2. *Harbor Master* coordinates fish unloading with the *Market Operations Division (MOD)*.

1.3.2. Loading of Cargoes and Vessel Provisions

- 1.3.2.1. *Supplier* proceeds to *HOD Desk Officer* and reports conveyance transactions like supply of ice, fuel and water.
- 1.3.2.2. *HOD Desk Officer* encodes conveyance information into the FISHPORTal, prints Conveyance Assessment Slip (CAS) using the Transaction Billing Form (TBF) in triplicate and issues original copy to client and retains the two other copies.
- 1.3.2.3. *Supplier* proceeds to Cashier, presents Conveyance Assessment Slip and pays corresponding Conveyance Fee.
- 1.3.2.4. *Cashier* prints, signs and issues Original Receipt.
- 1.3.2.5. *Supplier* returns to *HOD Desk Officer*, presents Conveyance Assessment Slip and Original Receipt (OR).
- 1.3.2.6. *HOD Desk Officer* encodes Original Receipt number into the FISHPORTal.

1.3.3. Repair of Vessel

- 1.3.3.1. *Boat Captain* proceeds to HOD Office and notifies Desk Officer of their intention to repair vessel.
- 1.3.3.2. *Harbor Master* approves vessel repair and informs *HOD Desk Officer* of vessel repair information.
- 1.3.3.3. *HOD Desk Officer* encodes vessel repair information into the FISHPORTal.
- 1.3.3.4. *Harbor Master* oversees vessel repair activities.

1.4. Vessel Departure

- 1.4.1. *Boat Captain* proceeds to HOD Office; presents Transaction Billing Form (TBF) and Desk Logbook (DL) to Desk Officer.
- 1.4.2. *HOD Desk Officer* prepares Assessment Slip indicating harbor fees; have it signed by Harbor Master and Boat Captain.
- 1.4.3. *Billing Officer* determines if Boat Captain will settle harbor fees.
 - 1.4.3.1. If **YES**, *Representative* proceeds to Cashier to pay assessment and Transaction Billing Form (TBF) to Cash Section.
 - 1.4.3.2. In case of **IRMA/FFC/RBL** which have charge accounts with NFPC vessel logbooks are only stamped cleared, Corresponding charges on their vessels will be sent to their office after the end of each month.
- 1.4.4. *Boat Captain/Representative* presents Transaction Billing Form (TBF) and Vessel Assessment Slip (VAS) to Cashier and pays fees/charges.
- 1.4.5. *Cashier* prints, signs and issues Original Receipt.
- 1.4.6. *Boat Captain/Representative* presents Transaction Billing Form (TBF), Vessel Assessment Slip (VAS) and Original Receipt (OR) to the Desk Officer
- 1.4.7. *HOD Desk Officer* encodes Official Receipt number into the FISHPORTal and returns Transaction Billing Form (TBF), Vessel Assessment Slip (VAS) and Official Receipt (OR) to Boat Captain/Representative.

2. Foreign Vessel

2.1. Arrival of Vessel

- 2.1.1. *Boat Captain* proceeds to their allocated berthing space and proceeds to HOD Office; presents Deck Logbook to Desk Officer.
- 2.1.2. *HOD Desk Officer* prepares and issues Berthing Permit using Transaction Billing Form (TBF).
- 2.1.3. *Boat Captain* signs Berthing Permit using the Transaction Billing Form (TBF).
 - 2.1.3a. With Notice of Arrival Form (**NAF**), *HOD Desk Officer* release original Transaction Billing Form (TBF)

to Boat Captain; retains 2nd and 3rd copies and enters vessel arrival at FV Arrival Bulletin Board.

- *Boat Captain* accepts Transaction Billing Form (TBF) and proceeds to allocated berthing space.

2.1.3b. Without Notice of Arrival Form (**NAF**), *HOD Desk Officer* accomplishes penalty portion of Transaction Billing Form (TBF) and have it signed by the Boat Captain.

- *Boat Captain* signs TBF and returns it to the Desk Officer.

3. Municipal Bancas

3.1. Municipal Bancas above 3 GRT

3.1.1. Banca Arrival

- 3.1.1.1. Upon arrival, Banca Operator or representative secures Transaction Billing Form (TBF) from *HOD Desk Officer*.
- 3.1.1.2. *HOD Desk Officer* encodes banca arrival information into the FISHPORTal. Banca arrival Information such as name of vessel and operator, banca size in gross registered tonnage (GRT), and fishing gear type are automatically provided by the system while banca arrival date and time and total volume of fish cargo are encoded manually into the system.
- 3.1.1.3. *HOD Desk Officer* prints TBF in triplicate and issues the original copy to the Banca Operator and retains the two other copies.

3.1.2. Banca Fish Unloading

- 3.1.2.1. *HOD Inspector* coordinates unloading of fish with Market Checker.

3.1.3. Banca Departure

- 3.1.3.1. Prior to departure, Banca Operator or representative returns to the HOD desk Officer and submits Transaction Billing Form (TBF).
- 3.1.3.2. *HOD Desk Officer* retrieves Transaction Billing Form (TBF) from FISHPORTal database and updates banca departure information.
- 3.1.3.3. *HOD Desk Officer* feeds TBF into the printer and prints additional information into the Transaction Billing Form (TBF) and creates Vessel Assessment Slip (VAS). Additional information printed into the TBF and VAS include date of departure, vessel repair schedule, penalties and corresponding fees/charges. Penalty information includes fines for non-reporting of vessel repair and other violations.
- 3.1.3.4. *Banca Operator/Representative* presents TBF and VAS to Cashier and pays the fees/charges.
- 3.1.3.5. *Cashier* prints, signs and issues OR.
- 3.1.3.6. *Banca Operator/Representative* returns to HOD Desk Officer and presents TBF, VAS and OR.
- 3.1.3.7. *HOD Desk Officer* encodes Official Receipt.

3.2. Municipal Bancas less 3 GRT

3.2.1. Banca Arrival

- 3.2.1.1. *Banca Crew* informs HOD checker the name of banca and broker they intend to unload their catch, declares total number of catch in box.
- 3.2.1.2. *HOD Checker* issues Berthing Ticket/Stub
- 3.2.1.3. The *Banca Crew* pays the ticket to the Roving Cashier.
- 3.2.1.4. The *Roving Cashier* later on remits to the cashier the total daily collections at Market 3, 4 and 5.

3.3. Passenger Bancas

- 3.3.1. *HOD Berthing Control Officer* issues ticket to all passenger bancas between Pier 2 and 3.
- 3.3.2. *HOD Checker* coordinates with the Roving Cashier regarding the total number of tickets issued to all passenger bancas.
- 3.3.3. *Boat Owner/Captain* pays to the Roving Cashier the amount of ticket issued to them.
- 3.3.4. The *Roving Cashier* proceeds to the cashier and remit all collections from passenger bancas.
- 3.3.5. *HOD Checkers* at Market 3, 4, 5 prepares their daily banca monitoring report at Market 3, 4, 5 and reflect the Official Receipt number of the tickets issued during the day in their reports.

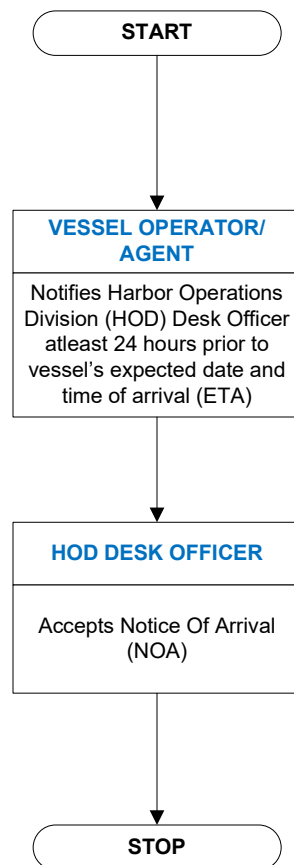
3.4. Inspection of Banca Berthing Permit/Banca Berthing Stub based on the number of days of Berthing of Banca

- 3.2.1. *Berthing Officer* refers to FV Locator Board; proceeds to designated area of assignment.
 - 3.2.1.1. Checks BBS/TBF of every banca berthed on their area of assignment.
 - 3.2.1.2. Determines if banca operator has BBS/TBF.
 - 3.2.1.2.1. If **YES**, *Berthing Officer* accomplishes BBS accordingly.
 - 3.2.1.2.2. If the Operator has **NO** TBF, *Berthing Officer* instructs banca operator to secure TBF from the HOD Office.
 - 3.2.1.3. *Berthing Officers* prepare Daily Report on Banca Arrival (DRBA) and submit it to the Chief (HOD) before the end of their shift.

HARBOR OPERATIONS DIVISION

Pre – Arrival of Commercial Vessel

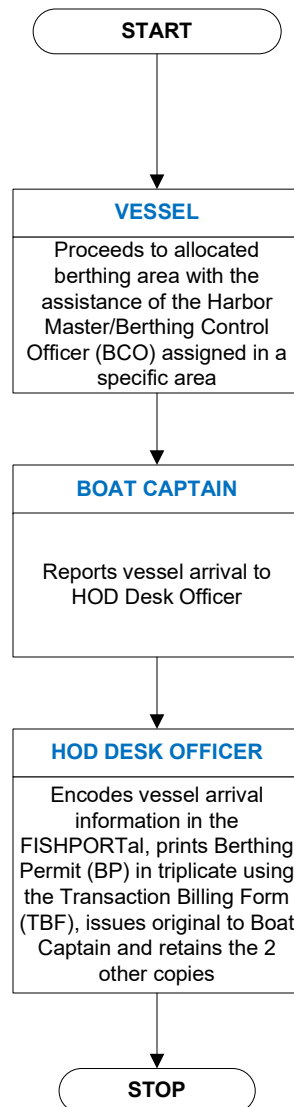
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HARBOR OPERATIONS DIVISION

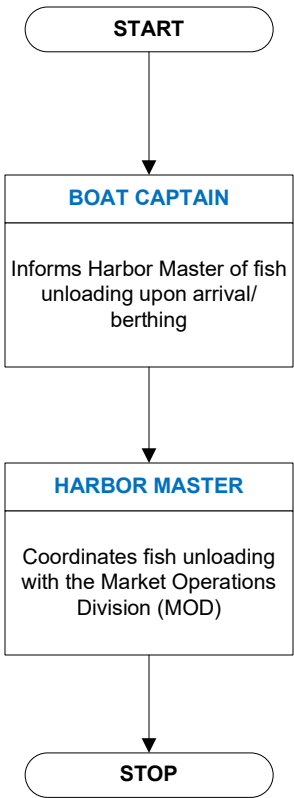
Arrival of Vessel/Berthing

Date: 2/23/2016
Prepared by: HOD



HARBOR OPERATIONS DIVISION
Vessel Activities/Unloading of Fish

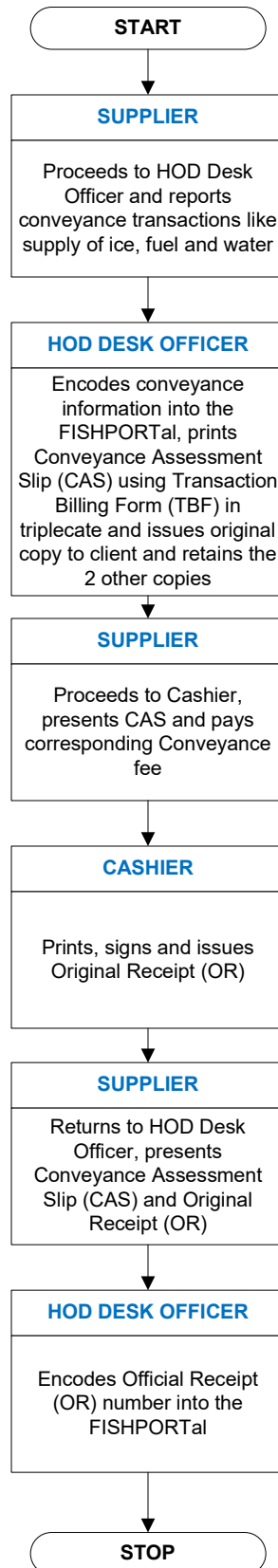
Date: 2/23/2016
Prepared by: HOD



HARBOR OPERATIONS DIVISION

Loading of Cargoes and Vessel Provisions

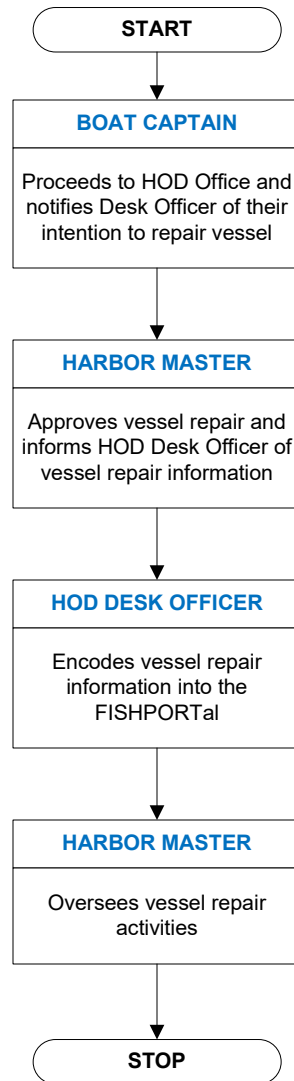
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Prepared by: HOD



HARBOR OPERATIONS DIVISION

Repair of Vessel

Date: 2/23/2016
Prepared by: HOD

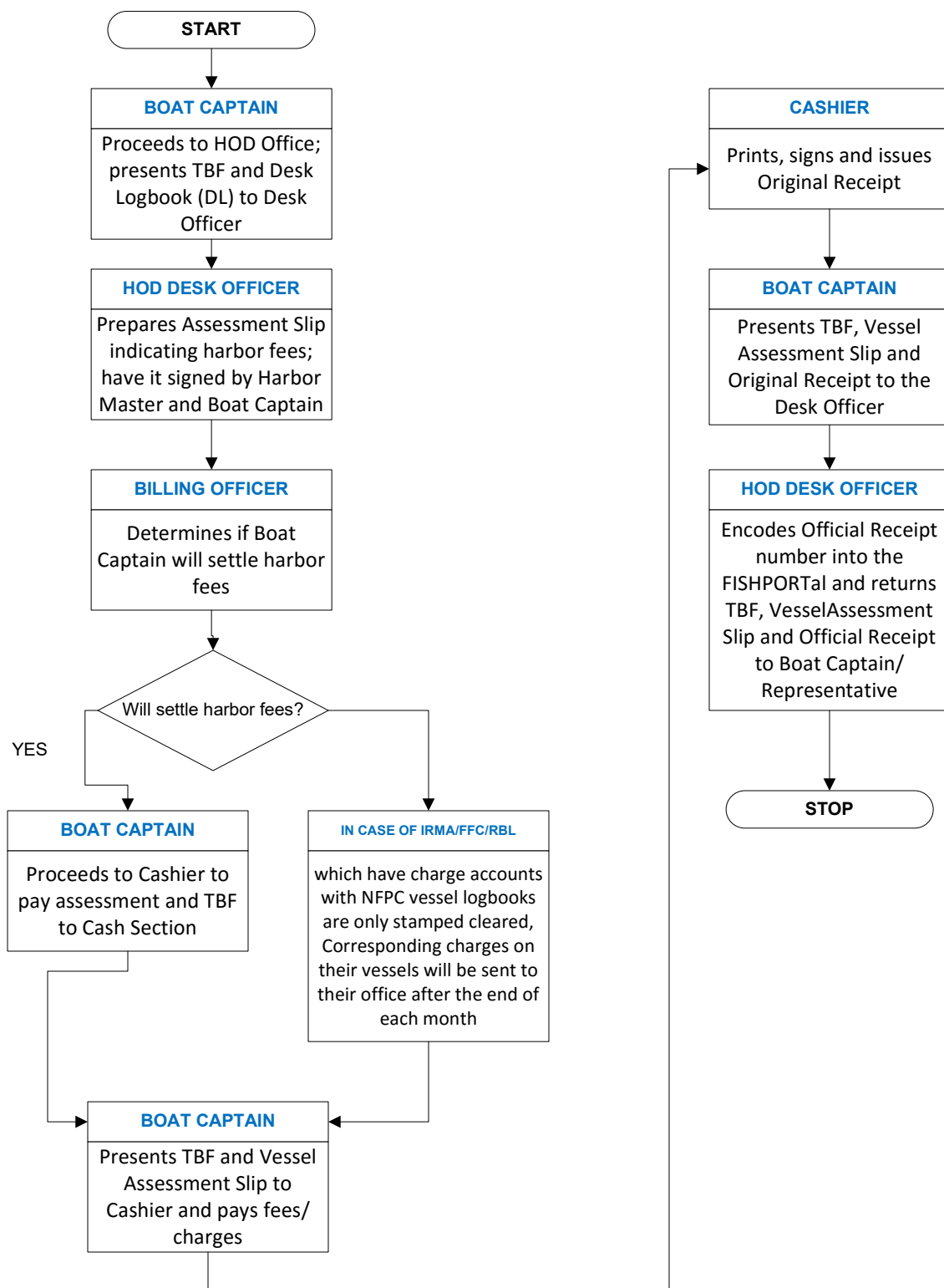


HARBOR OPERATIONS DIVISION

Vessel Departure

Date: 2/23/2016

Prepared by: HOD

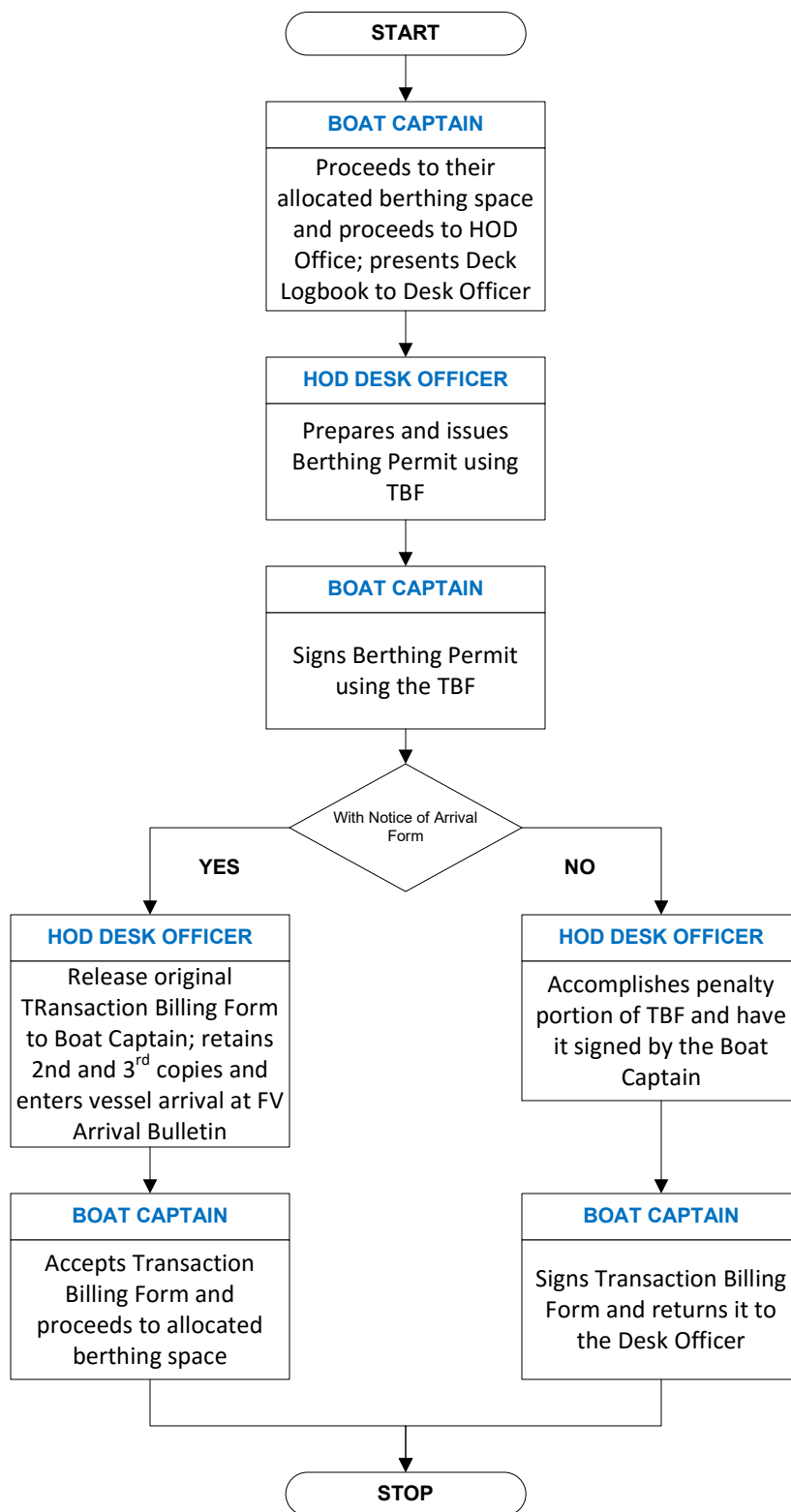


HARBOR OPERATIONS DIVISION

Foreign Vessel/Arrival

Date: 2/23/2016

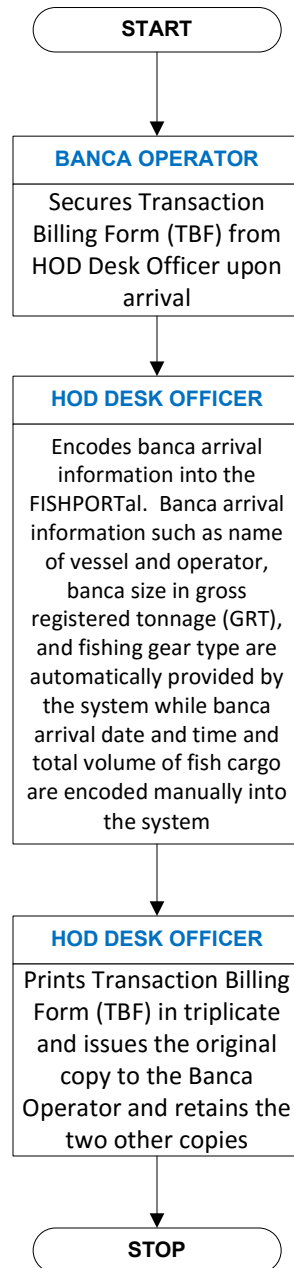
Prepared by: HOD



HARBOR OPERATIONS DIVISION

Municipal Bancas above 3 GRT/Arrival

Date: 2/23/2016
Prepared by: HOD



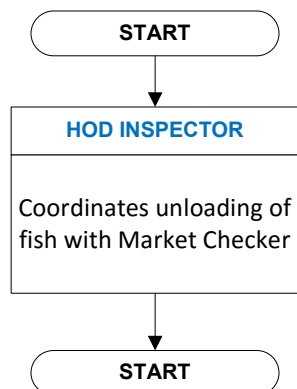
HARBOR OPERATIONS DIVISION

Banca Fish Unloading/Departure

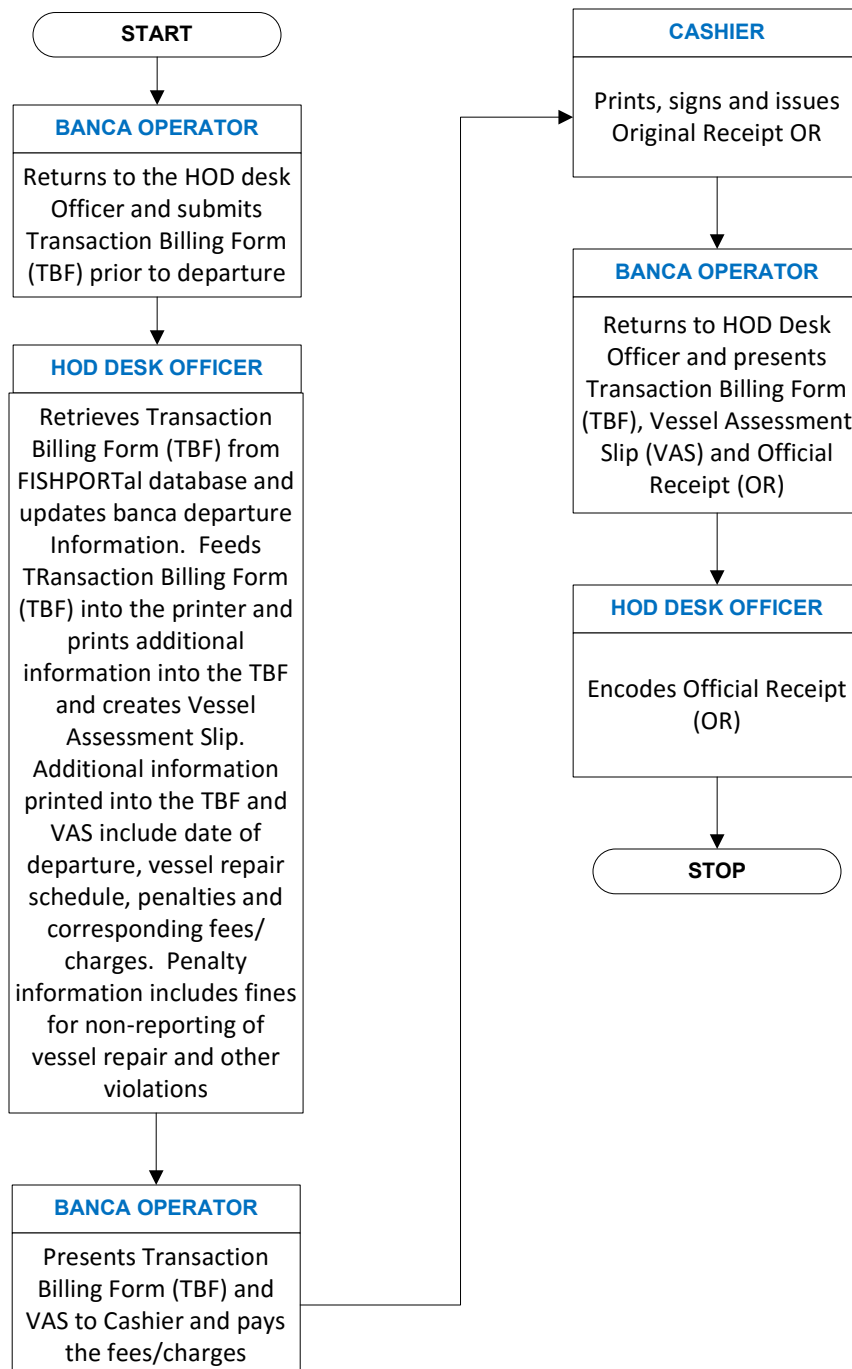
Date: 2/23/2016

Prepared by: HOD

FISH UNLOADING



BANCA DEPARTURE



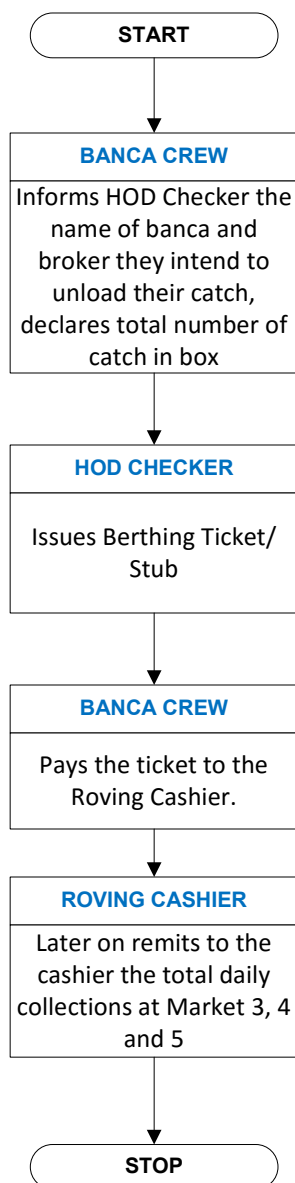
HARBOR OPERATIONS DIVISION

Municipal Banca Less 3 GRT/Arrival

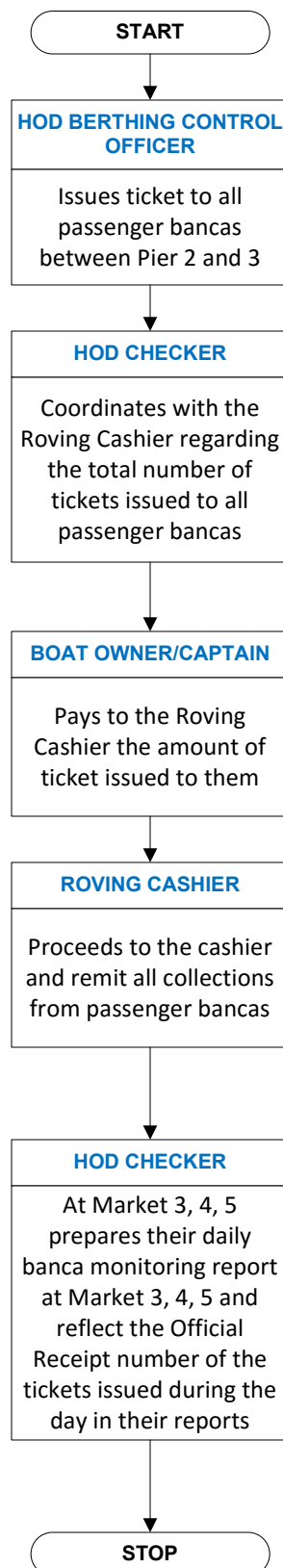
Date: 2/23/2016

Prepared by: HOD

BANCA ARRIVAL



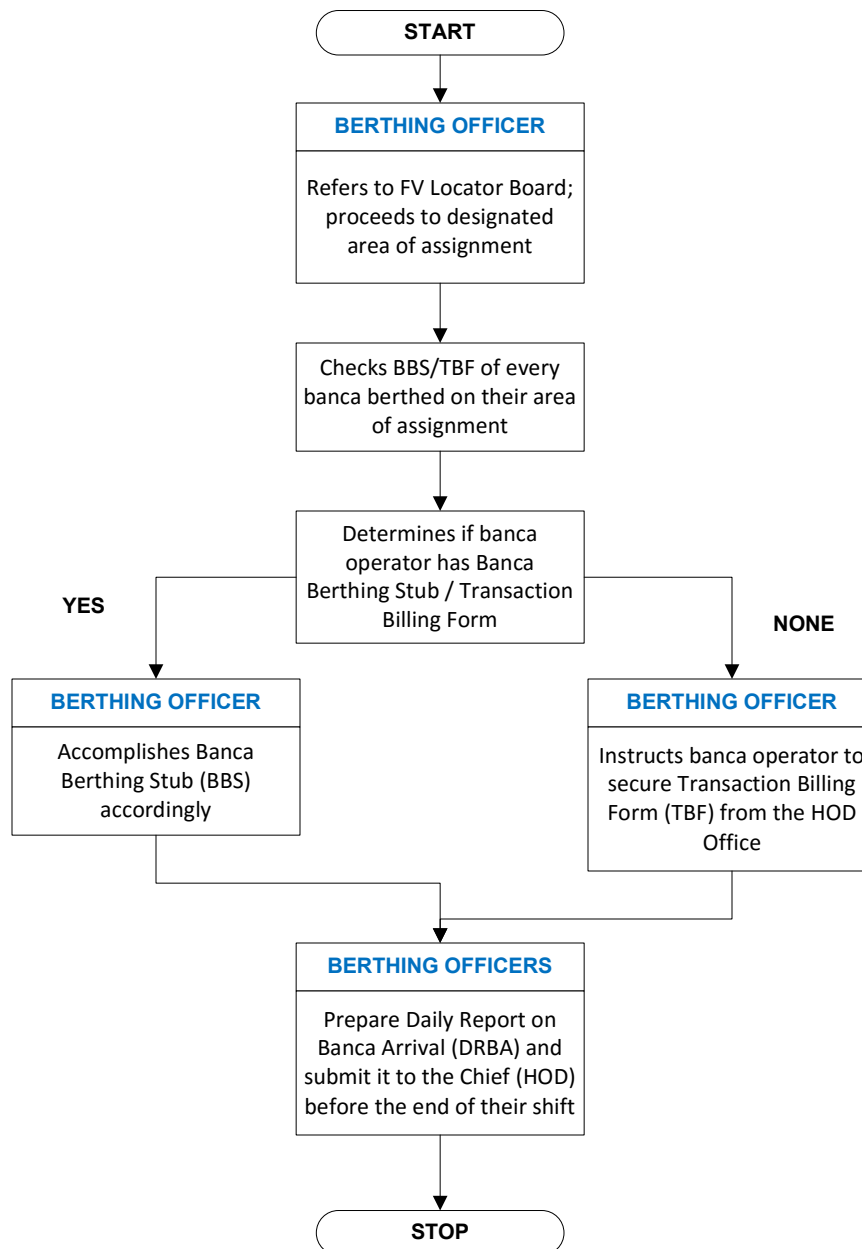
PASSENGER BANCAS



HARBOR OPERATIONS DIVISION

Inspection of BBP/BBS based on no. of days of Berthing of Banca

Date: 2/23/2016
Prepared by: HOD



Market Operations

1. Fish Unloading for Auction by Vessel

- 1.1. Fishery Market Operations Assistant (FMOA)/Fishery Market Operations Officer 1 (FMOO1) refers to the Market Operations Division (MOD) Board of Area of Assignment and proceeds to assignment area.
- 1.2. Fishing vessel unloads and displays fish at designated Fish Trader's market bay area.
- 1.3. FMOA/FMOO1 counts volume of fish and initially records volume and price of fish by species and class/size in Tally Sheet
- 1.4. FMOA/FMOO1 Prepares Fish Unloading and Market Transaction Report (FUMTR) and assessment of unloading fee.
- 1.5. Vessels Operator/Fish Trader or representative signs in the "conforme" portions of FUMTR.
- 1.6. FMOA/FMOO1 detaches and issues FUMTR stub to Vessel Operator/Fish Trader or representative.
- 1.7. FMOA/FMOO1 submits FUMTR to Fishery Market Operations Supervisor (FMOS).
- 1.8. FMOS checks FUMTR against Tally Sheet, signs and drops FUMTR in the MOD deposit box.
- 1.9. FMOO1 retrieves FUMTR, checks assessment of unloading fee and encodes FUMTR information into the FISHPORTAL.

1.10. Nature of Payment

1.10.1. Vessels operator/Fish Trader or representative pays bi-monthly basis.

- 1.10.1.1. FMOO1 generates MOD Report for Unloading from FISHPORTAL and endorse report attached with client's copy of FUMTR to Fish Trader or representative and retain cashier and MOD's copy.
- 1.10.1.2. Vessel Operator/Fish Trader or representative receives MOD Report of Unloading and FUMTR (client's copy).
- 1.10.1.3. Vessels Operator/Fish Trader or representative proceeds to Cashier for payment
- 1.10.1.4. Cashier processes payment in POP system, prints, signs, and issues OR.
- 1.10.1.5. Vessels Operator/Fish Trader/representative receives OR
- 1.10.1.6. FMOO1 retrieves OR details from FISHPORTAL.

1.10.2. Vessels Operator/Fish Trader or representative pays cash.

1.10.2.1. Cash payment using Point of Payment system

- 1.10.2.1.1. Vessels Operator/Fish Trader or representative obtains FUMTR (cashier and client's copy) from MOD for cash payment.
- 1.10.2.1.2. Vessels Operator/Fish Trader or representative proceeds and surrenders duplicate copy to Cashier and pays unloading fee.
- 1.10.2.1.3. Cashier process payment in POP system, prints, signs and issues OR.
- 1.10.2.1.4. Vessels operator/Fish Trader or representative presents OR to FMOO1.
- 1.10.2.1.5. FMOO1 records OR details.

1.10.2.2. Cash payment using manual issued OR

- 1.10.2.2.1. FMOO1 endorses Client and Cashier's copy of FUMTR to Toll Booth Cash Clerks
- 1.10.2.2.2. Toll Booth Cash Clerk collects payment from Fish Traders or representative at Market Halls and manually issued OR.
- 1.10.2.2.3. Vessels operator/Fish Trader or representative receives OR.

1.10.2.2.4. Toll Booth Cash Clerk submits remittance report of payment to MOD

1.10.2.2.5. FMOO1 encodes OR details to FISHPORTAL.

2. Fish Unloading for Auction by Overland Vehicle

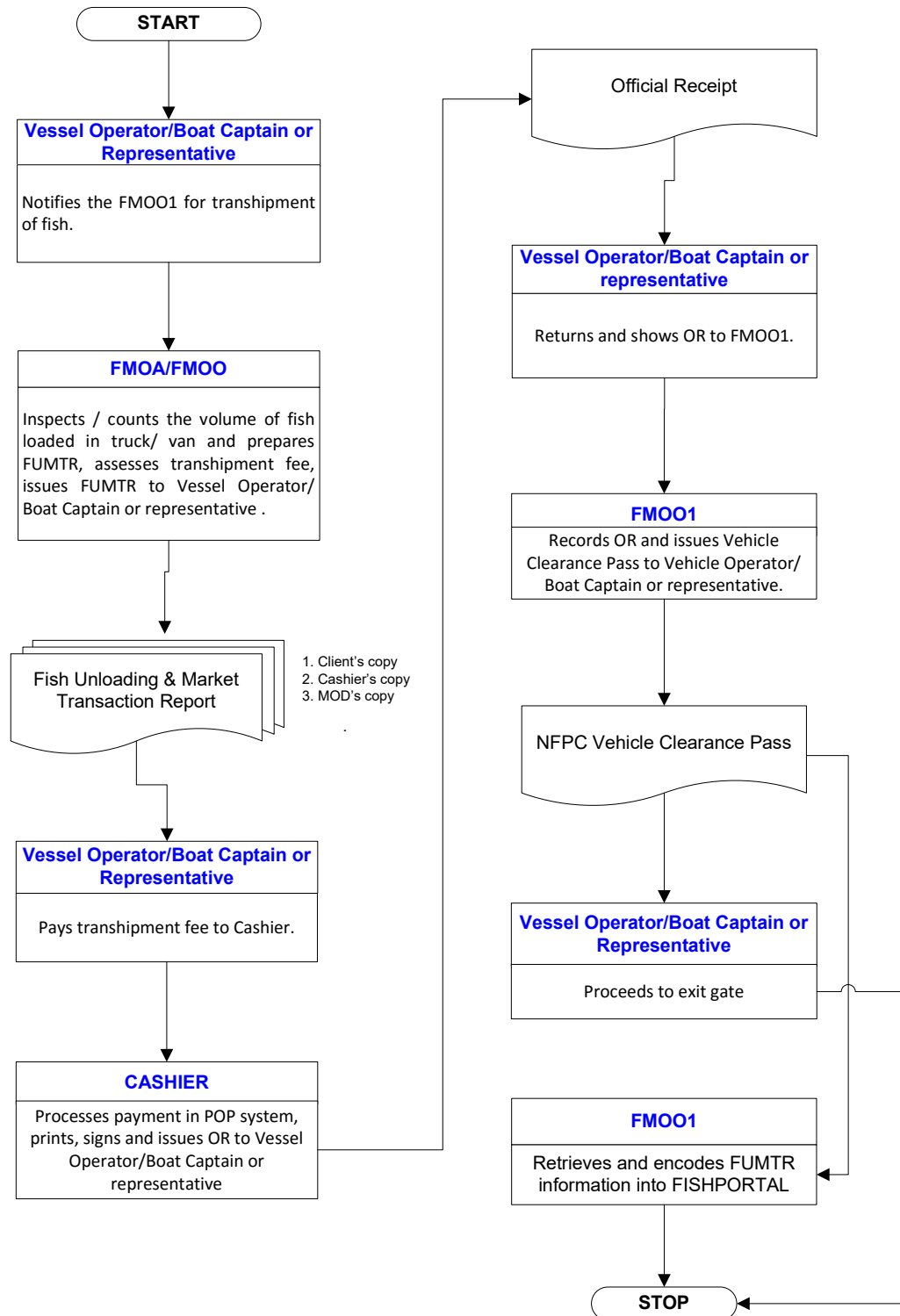
- 2.1. Entrance gate personnel inspects incoming vehicles, checks documents and directs vehicle driver to their designated Market halls.
- 2.2. Overland vehicle unloads and displays fish at designated Fish Trader's market bay area.
- 2.3. FMOA/FMOO1 counts fish being unloaded and arranged and displayed.
- 2.4. FMOA/FMOO1 initially records volume and price of fish by species and class/size in Tally Sheet.
- 2.5. FMOA/ FMOO1 prepares Fish Unloading and Market Transaction Report and assessment of unloading fee.
- 2.6. Fish Trader or representative signs in the "conforme" portion of FUMTR
- 2.7. FMOA/FMOO1 detaches and issues FUMTR stub to Fish Trader or representative.
- 2.8. FMOA/FMOO1 submits FUMTR to Fishery Market Operations Supervisor (FMOS).
- 2.9. FMOS checks FUMTR against Tally Sheet, signs and drops FUMTR in MOD deposit box.
- 2.10. FMOO1 retrieves FUMTR, checks assessment of unloading fee, encodes FUMTR information into FISHPORTAL, prepares and submits daily remittance list to Toll Booth Cash Clerks.
- 2.11. Toll Booth Cash Clerk collects payment from Fish Trader or representative and issues OR.
- 2.12. Toll Booth Cash Clerk prepares and submits remittance report, OR and payment collections to Cashier.
- 2.13. Toll Booth Cash Clerk submits remittance report of payment to MOD
- 2.14. FMOO1 records OR details.

3. Transhipment of Fish Unloading by Vessel

- 3.1. Vessel Operator/Boat Captain or representative notifies the FMOO1 for transhipment of fish.
- 3.2. FMOO1 inspects/counts the volume of fish loaded in truck/ van and prepares FUMTR, assesses transhipment fee, issues FUMTR to Vessel Operator/Boat Captain or representative.
- 3.3. Vessel Operator/Boat Captain or representative pays transhipment fee to Cashier.
- 3.4. Cashier processes payment in POP system, prints, signs, and issues OR to Vessel Operator/Boat Captain or representative
- 3.5. Vessel Operator/Boat Captain or representative returns and shows OR to FMOA/FMOO1.
- 3.6. FMOO1 Records OR and issues Vehicle Clearance Pass to Vehicle Operator/Boat Captain or representative.
- 3.7. Vessels operator/Boat Captain or representative proceeds to exit gate
- 3.8. FMOO1 retrieves and encodes FUMTR information into FISHPORTAL.

MARKET OPERATIONS DIVISION
Transshipment (Fish Unloading by Vessel)

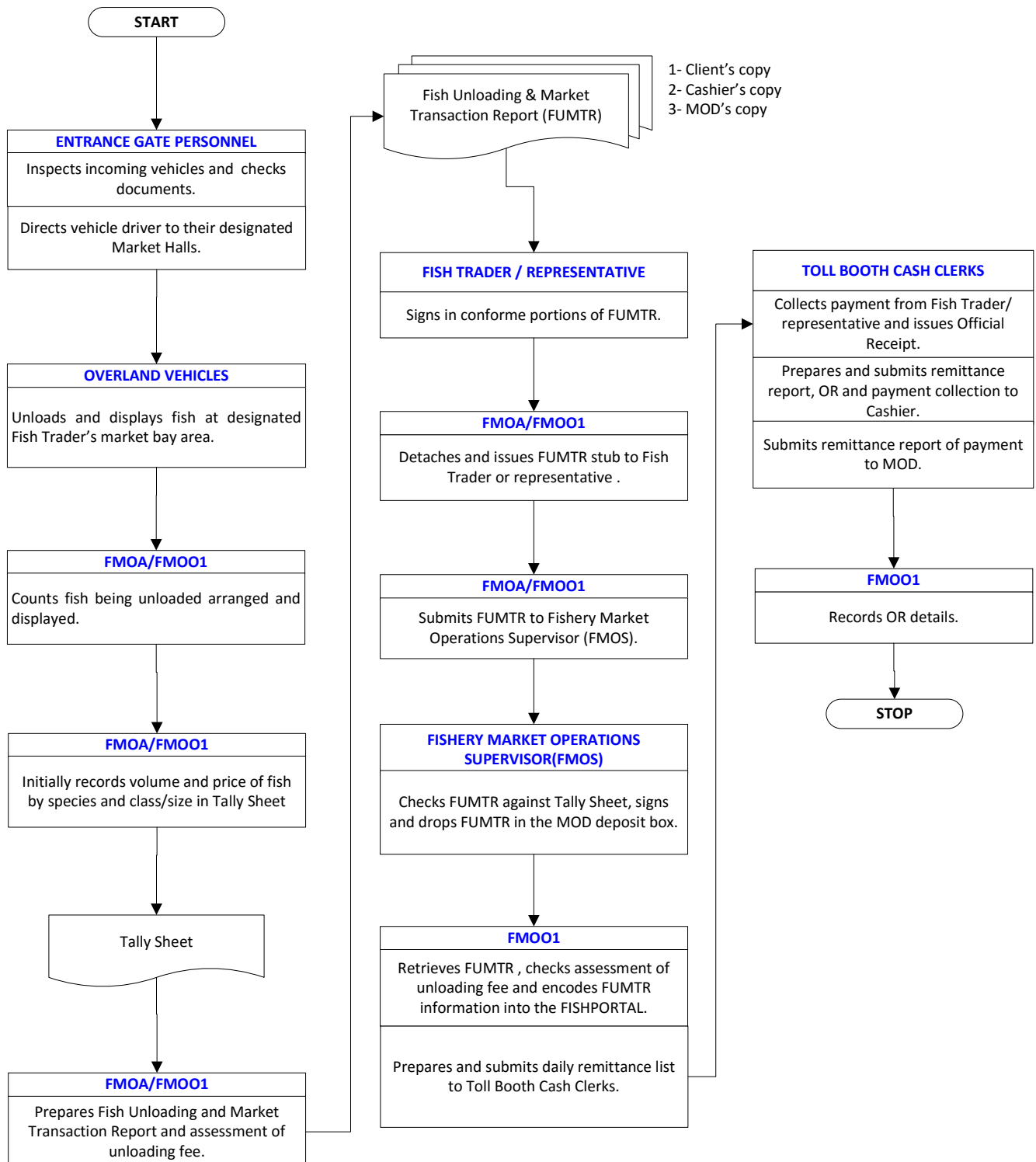
Date: 2/18/2016
Prepared by: MOD



MARKET OPERATIONS DIVISION

Fish Unloading for Auction by Overland Vehicles

Date: 2/18/2016
Prepared by: MOD

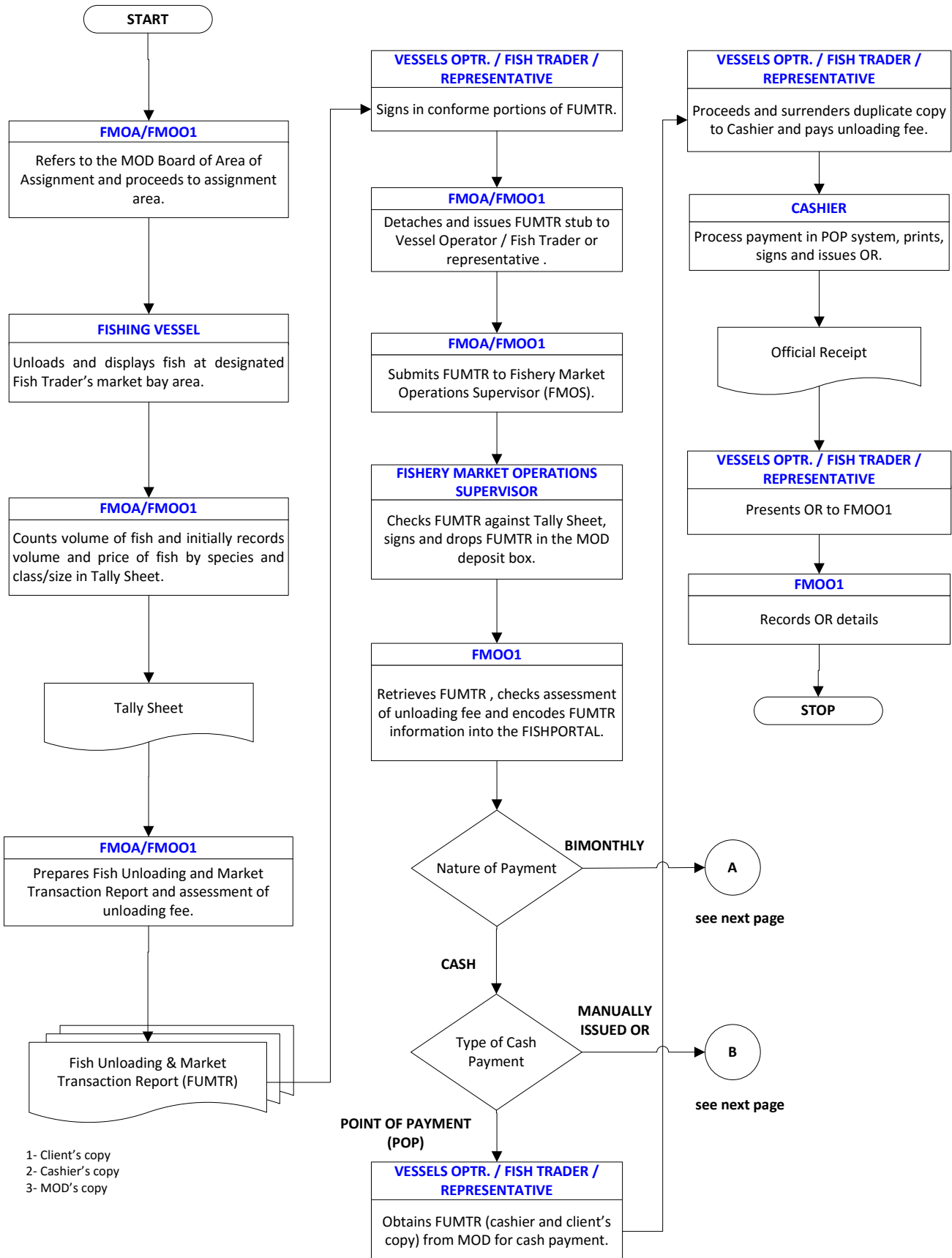


MARKET OPERATIONS DIVISION

Fish Unloading for Auction by Vessel

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Prepared by: MOD

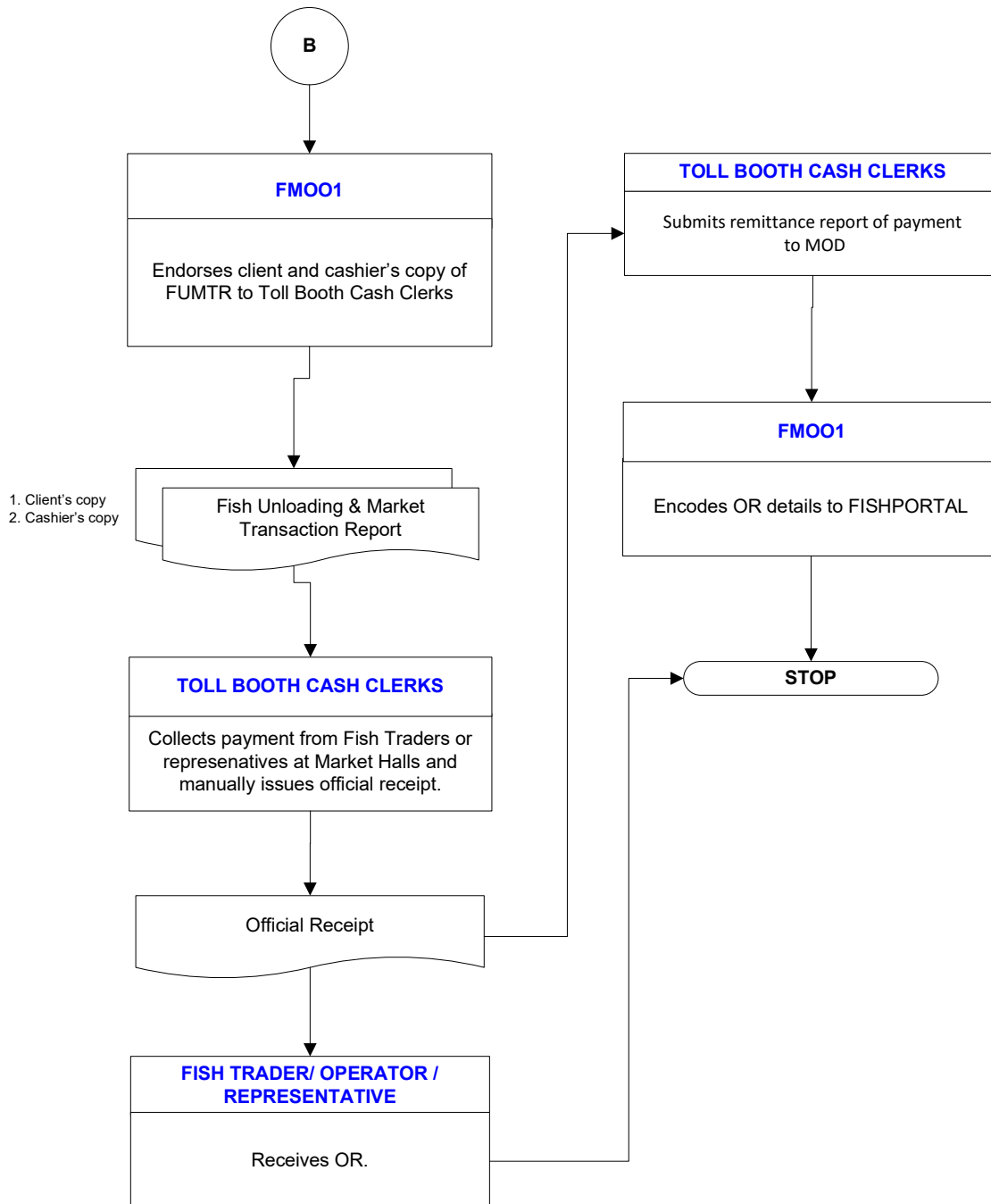


MARKET OPERATIONS DIVISION

Fish Unloading for Auction by Vessel

Date: 2/18/2016

Prepared by: MOD

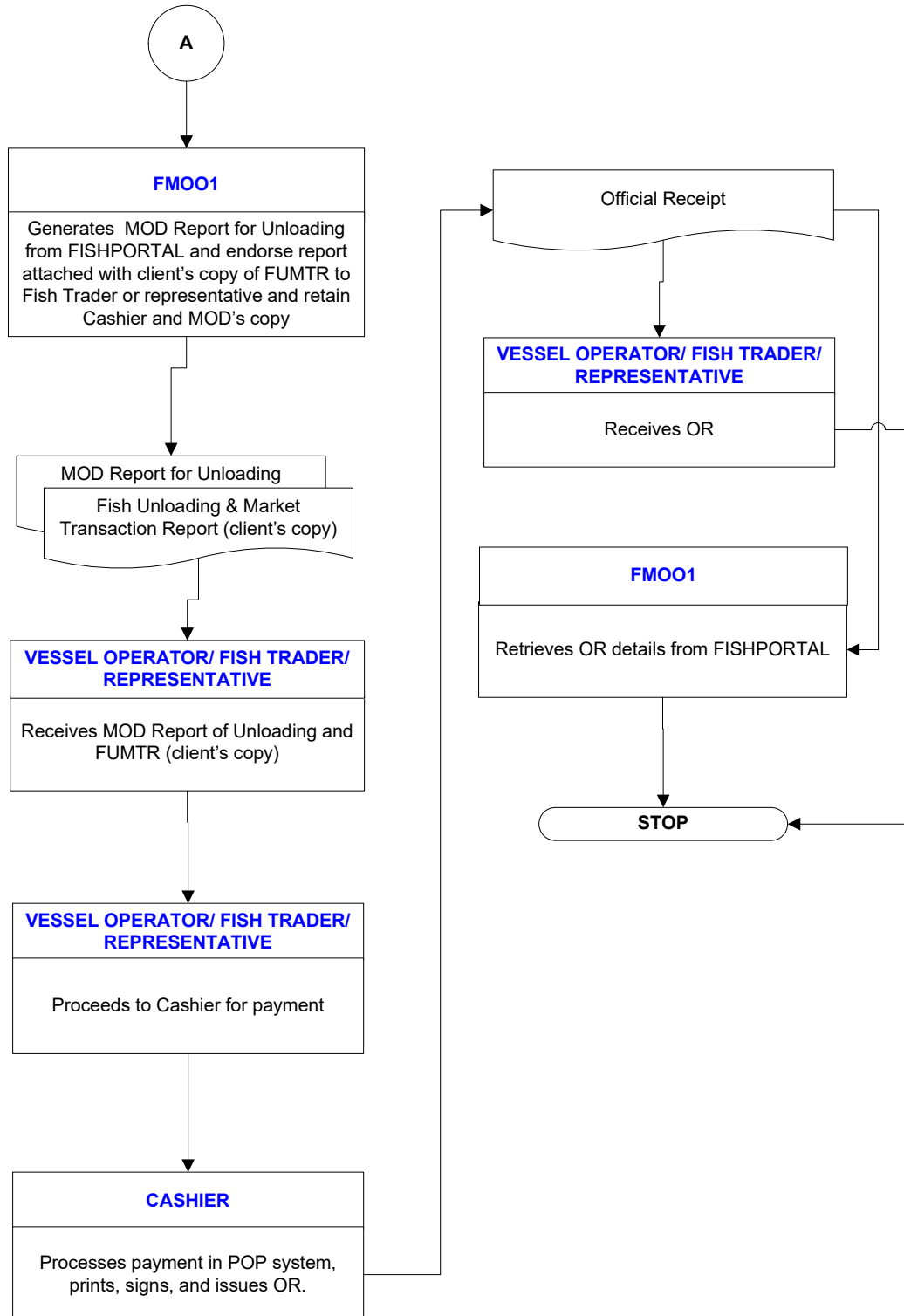



MARKET OPERATIONS DIVISION

Fish Unloading for Auction by Vessel

Date: 2/18/2016

Prepared by: MOD



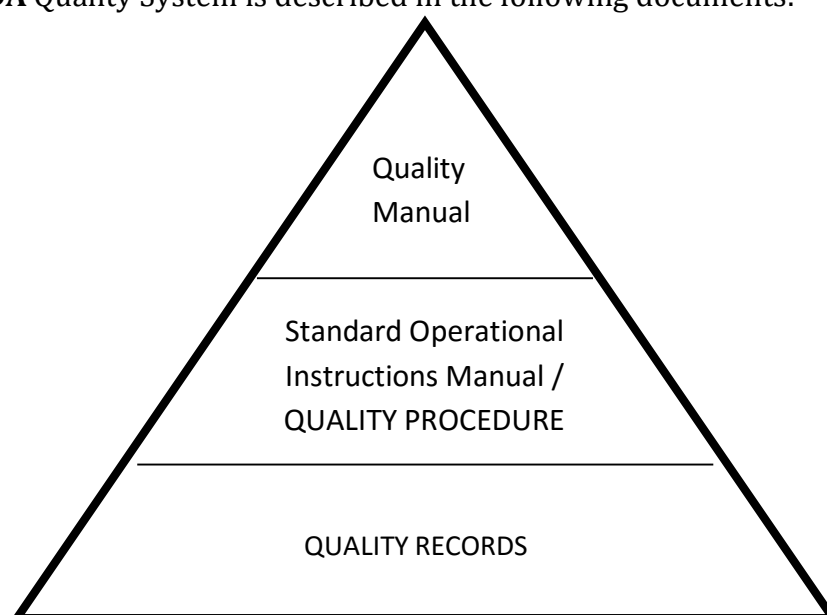
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5 DOCUMENTATION MANAGEMENT SYSTEM

5.1 Documentation Structure

The **PFDA's** Quality Management System is designed to assure consistency in meeting the stakeholder needs and expectations through the actual performance of the documented processes, procedures, work instructions and support policies, systems and procedures.


The **PFDA** Quality System is described in the following documents:



Level 1: Quality Manual – The Quality Manual is the highest level of Quality Management System documentation. It contains the quality policy, functional table of organization, resource management, and specific policies for business process and quality control and improvement.

Level 2: Standard Operational Instructions (SOI) Manual – Operational guide on what the agency does and how it achieves stated policies. It also provides guidance on how to communicate and perform various activities. The SOI Manual also includes operational instructions that describe the detailed series of steps in performing routine activities.

Level 3: Quality Records – These include records providing evidence of conformity to the established procedures and operational instructions, as well as the PFDA's QMS.


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5.2 Quality Manual Amendment

- 5.2.1 This Quality Manual defines and clarifies policies, systems, and procedures adopted to implement and continually improve the **PFDA's** QMS. Likewise, it serves as reference and guide for the PFDA's employees to follow.
- 5.2.2 Introduction of new procedures or services, improvement of existing processes, and changes that could affect the MS of the PFDA shall necessitate amendments to existing Quality Manual and relevant procedures.
- 5.2.3 A re-issue of this Quality Manual shall be reflected only when there is:
- 5.2.3.1 change in the scope of certification;
 - 5.2.3.2 change in the management and/or organizational structure;
 - and
 - 5.2.3.3 change in the Business Process scope.
- 5.2.4 Requests or suggestions shall be made in writing using the Document Feedback Form to the Quality Management Representative (QMR) for his/her consideration to ensure that such changes are reflected in the manual.

5.3 Confidentiality and Distribution

- 5.3.1 The Quality Manual and its related documents are treated as confidential and shall not be brought outside the agency's premises without prior authorization from the Quality Management Representative (QMR).
- 5.3.2 Controlled copies of the Manual are issued to Document Custodians identified by the PFDA's Document Controller who is responsible for safekeeping and promptly updating necessary revisions.
- 5.3.3 It is the responsibility of the Document Controller to distribute and keep a list of authorized holder of the Quality Manual, which may be issued either as controlled or uncontrolled copy. All uncontrolled documents shall be marked with "Uncontrolled" and shall not be updated. Uncontrolled copy of the Quality Manual may be distributed to customers or stakeholders when considered commercially beneficial or when demanded as a contract requirement. All external distribution shall be subject to the approval of the QMR.

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6 MANAGEMENT RESPONSIBILITY

6.1 Management Commitment

The **PFDA** Management regards its Quality Management System (QMS) as a strategic asset that will help in the continual improvement of its system. To this end, **PFDA** management commits the following:

- Dissemination to the organization the importance of customers as well as the legal and regulatory requirements;
- Identification of the necessary resources for the development and implementation of the QMS and steps to ensure availability of the same;
- Establishment and maintenance of the QMS documentation requirements, necessary processes of the PFDA management system, and continual improvement mechanisms;
- Periodic review of the QMS to ensure that results of management reviews are in the form of specific actions; and
- Continual improvement of the QMS.

6.2 Customer Focus

The principal objective of the QMS is to enhance customer satisfaction on service delivery. The key to achieving high customer satisfaction is an accurate determination and understanding of customer requirements and an effective verification process that the requirements are met.


6.3 Quality Management System Planning

6.3.1 Quality Objectives and Targets

The PFDA Management ensures that quality objectives and targets, including those needed to meet requirements for delivery of service, are established at relevant functions and levels within the organization. These are measured and analyzed in a balanced scorecard.

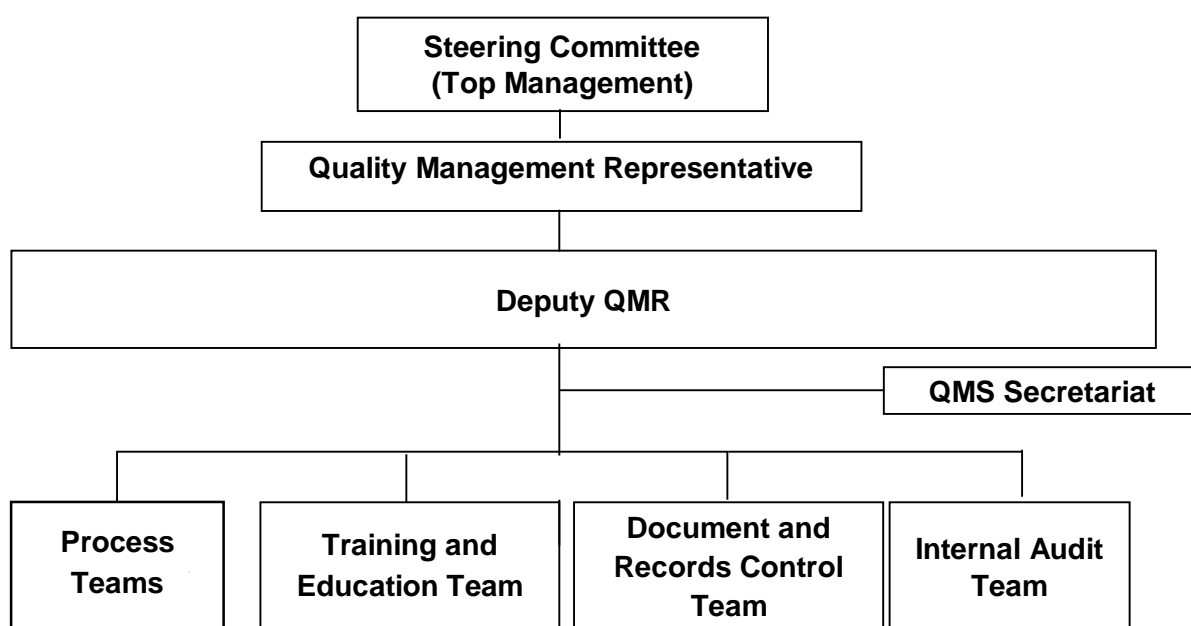
6.3.2 Quality Management System Planning

The PFDA Management ensures that the planning of the QMS is carried out in order to meet the general requirements of QMS as well as PFDA's quality objectives by preparing and continually reviewing and measuring programs of work, organization structures and investment plans and through documented management and work processes. This process of documenting, reviewing, monitoring and measuring ensures that the integrity of the QMS is maintained when amendments to the QMS are planned and implemented.

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6.4 Quality Management Structure

The Authority has established the structure for total Quality Management as shown below (Fig. III):




6.5 Responsibility, Authority and Communication

The specific roles and responsibilities of each box in the Authority's quality management structure are as follows:

6.5.1 Top Management

- 6.5.1.1 Establishes, reviews, and maintains the quality policy of the authority;
- 6.5.1.2 Ensures that the established quality objectives are relevant in all areas of the NFPC harbor and market operations;
- 6.5.1.3 Ensures allocation of available resources to support the implementation of the PFDA QMS;
- 6.5.1.3 Defines the responsibilities and authorities of each function in the organization;
- 6.5.1.4 Reviews the effectiveness of the PFDA quality management system and monitors the implementation of improvement action plans.

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6.5.1.5 Ensures that communication mechanisms are established and effective.

6.5.2 Quality Management Representative (QMR)

- 6.5.2.1 Ensures processes needed by the QMS are effectively implemented and maintained
- 6.5.2.2 Reports to top management on the performance of the QMS and any need for improvement
- 6.5.2.3 Ensures the promotion of awareness of stakeholder requirements throughout the organization
- 6.5.2.4 Liaises with external parties on matters relating to the quality management system

6.5.2 Deputy QMR


- 6.5.2.1 Performs the functions of the QMR in his absence

6.5.3 QMS Secretariat

- 6.5.8.1 Centrally coordinates QMS activities such as trainings, preparation of the draft quality manual, and audits; provides logistical support

6.5.4 Process Teams

- 6.5.4.1 Define and develop processes
 - 6.5.4.1.1 Identify stakeholder and determine their requirements
 - 6.5.4.1.2 Determine quality objectives, measures and targets
 - 6.5.4.1.3 Determine and develop the activities needed to fulfill requirements and achieve quality objectives
 - 6.5.4.1.4 Develop quality guidelines, standards and plans
 - 6.5.4.1.5 Develop and maintain process documentation
- 6.5.4.2 Undertake improvement projects on their assigned process
 - 6.5.4.2.1 Gather relevant data and information including customer feedback and satisfaction, process performance, audit results, and supplier performance
 - 6.5.4.2.2 Review process performance, and identify opportunities for improvement
 - 6.5.4.2.3 Determine root causes of performance gaps
 - 6.5.4.2.4 Develop improvement solutions
 - 6.5.4.2.5 Facilitate the pilot implementation of improvement solutions
 - 6.5.4.2.6 Monitor the impact of improvement solutions on process performance and customer satisfaction

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6.5.4.2.7 Standardize and document improvements

6.5.4.2.8 Facilitate the full implementation/rollout of improvement solutions

6.5.4.3 Report to the QMS Steering Committee on the status of development and improvement projects

6.5.4.4 Periodically monitor and review process performance, and make the necessary recommendations to the Process Owner; assist the Process Owner in taking corrective and/or preventive action, as needed.

6.5.4.5 Provide inputs to the Learning and Development Team, for the development of orientation sessions (to cascade process improvements), training courses, awareness programs, and promotion campaigns.

6.5.4.6 Act as the Technical Expert to the Internal Quality Audit Team during audits, as needed.

6.5.5 Document and Records Control Team

6.5.5.1 Ensures that changes and the current revision status of documents are identified, and the unintended use of obsolete documents is prevented

6.5.5.2 Ensures that records are controlled through established means for identification, storage, protection, retrieval, retention and disposition

6.5.6 Internal Quality Audit Team

6.5.6.1 Conducts audits at planned intervals

6.5.6.2 Verifies the corrective actions taken on audit findings

6.5.7 Training and Education Team

6.5.7.1 Develops and implements the training and education program to promote awareness and understanding of quality management principles, requirements and applications


6.5.8 Quality Workplace Team

6.5.8.1 Plans and coordinates the implementation of the 5S Program

6.5.8.2 Develops 5S Standards

6.5.8.3 Conducts 5S trainings in coordination with the Training and Education Team and Personnel Management (HR)

6.5.8.4 Conducts 5S Audits

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6.5.9 Internal Communication

- 6.5.9.1 The PFDA Management is responsible for communicating QMS information, including status and effectiveness, within the authority. This is achieved through meetings, memoranda, emails, or any appropriate medium.
- 6.5.9.2 The QMR/DQMR ensures that the customer requirements and concerns are being communicated to all employees and stakeholders.
- 6.5.9.3 The QMR/DQMR promotes awareness and appreciation of the quality policy, disseminates progress and effectiveness of QMS performance vis-à-vis customer satisfaction and communicates appropriate changes in the QMS
- 6.5.9.4 The QMS shall be cascaded to all levels in the organization.


6.5 Management Review

The review of the established Quality Management System (QMS) is conducted once a year and/or whenever deemed necessary by the QMR or the Deputy QMR to ensure continuing suitability and effectiveness of the system in satisfying the requirements of customers/clients, citizens, and other stakeholders.

The review may cover, but not limited to, the following agenda items:

- 6.5.1 Matters arising from the previous management review meeting
- 6.5.2 Results of internal and external quality audits
- 6.5.3 Customer feedback and satisfaction results
- 6.5.4 Project performance and product/service conformity
- 6.5.5 Status of corrective and preventive actions
- 6.5.6 Changes that could affect the quality management system
- 6.5.7 Actions taken on recommendations for improvement

The agenda of the management review is prepared by the QMR and distributed to all concerned. Minutes of the management review are recorded and maintained by the Document Controller. Results of the review are provided to the QMR for proper reporting to the top management during Top Management meetings.

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7 RESOURCE MANAGEMENT

7.1 Provision of Resources

PFDA Management determines and commits to identify funding sources for the resources needed to implement, maintain and continually improve the effectiveness of its QMS; and enhance customer satisfaction by meeting and exceeding customers' needs.

7.2 Human Resource Management

The PFDA believes that the human resources are its greatest assets. To ensure that the staff are equipped with the necessary knowledge and skills required to efficiently perform their functions, the Human Resource Division (HRD) has established and maintained procedures to ensure that personnel performing their functions are competent on the basis of education, training and experience. As such, the HRD maintains the records in undertaking the following functions:


- 7.2.1 Determining the capability building needs of personnel performing work affecting product/service quality (connect to quality objective)
- 7.2.2 Organizing seminars and training courses to meet the identified needs
- 7.2.3 Evaluating the effectiveness of HRD interventions
- 7.2.4 Orienting the personnel on their roles and responsibilities as they affect achievement of objectives
- 7.2.5 Facilitating the placement of qualified personnel to meet the capacity requirements of operations

It is the commitment of the PFDA to provide its staff with the proper training for the constant improvement of their knowledge, skills, managerial acumen and attitude on activities related to the quality system. This is in recognition that the behavior and performance of every individual directly impacts on the quality of services provided.

The training of personnel includes both formal and informal modes: coaching, on-the-job-training. It also includes orientation and cascading sessions conducted by the QMS Core Team.

Recruitment and screening is handled by HRD based on a candidate's training, skills and education. Processing of candidate's employment is based on the recommendation of the Department after interviewing the applicant.

Appropriate records of academic qualifications and training are maintained for all personnel by the HRD.

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7.3 Maintenance of Workplace

It is the policy of the PFDA to determine, provide, and maintain the infrastructure needed to deliver services required by the stakeholder. This infrastructure includes workstations, training/conference facilities and equipment, meeting rooms, customer receiving areas, library, transportation service, computer and internet/intranet facilities, project management and other software, storage facilities for supplies, communications facilities, and areas for auxiliary services such as photocopying, parking, canteen services.

7.4 Maintenance of Port Facilities

The Port Maintenance Division (PMD) and Technical Services Department (TSD) handles the management and maintenance of the following facilities: pier, market place, road networks, etc.

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8 OVERVIEW OF QUALITY PROCEDURES

8.1 Document Control

- 8.1.1 PFDA has established and maintains a documented procedure for creation/revision, approval, and issuance of the Quality Manual and Operational Instructions (SOI) Manual. PFDA-QP-01, Control of documents procedure provides for an organized monitoring, distribution, maintenance, and updating of procedures and operational instructions within the said manuals.
- 8.1.2 All documents included in the QMS are reviewed and approved for adequacy by authorized personnel prior to use. A master list, which indicates the current revision status of documents is maintained by the Document Controller and shall be made available to all. This will prevent the use of incorrect, invalid, or obsolete documents. Only the latest issues of documents are available at locations where business process operations are performed. Obsolete documents are identified, retrieved, and properly disposed of, retaining only the obsolete original copy document.
- 8.1.3 Any change in the QMS after its initial approval and issue are subjected to the document change procedure in PFDA-QP-01 Control of Documents.

8.2 Records Control

- 8.2.1 The Authority has established and maintains documented procedures for identification, collection, indexing, access, filing, storage, maintenance and disposition of quality records. The procedures are incorporated in PFDA-QP-02, Control of Records procedure.
- 8.2.2 All divisions and sections maintain relevant quality records to demonstrate achievement of the required quality and effective operation of the QMS.
- 8.2.3 Quality records are legible and stored and retained in such a way that they are readily retrievable in storage facilities that provide a suitable environment to prevent damage, deterioration, or loss.
- 8.2.4 Retention periods of quality records are established, recorded and maintained with the National Archives of the Philippines (NAP) Disposition Schedule.

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8.3 Control of Non-Conformity

- 8.3.1 PFDA has established and maintains a documented procedure to ensure that product and/or service that does not conform to specified requirements is prevented from delivery to the client/customer and citizens.
- 8.3.2 PFDA-QP-03, Control of Nonconformity procedure provides for the identification, evaluation, disposition and recording of nonconforming products and services and for notification to the functions concerned.
- 8.3.3 The responsibility for review and disposition of nonconforming product and/or service is indicated in the Control of Nonconformity Matrix.
- 8.3.4 Nonconforming product and/or service are reviewed in accordance with documented procedures and may be reworked.
- 8.3.5 If a product and/or service does not conform to the Terms of Reference or to the agreed output as set forth during the contracting process, the Port Manager should be able to make the necessary corrective measures.

8.4 Corrective and Preventive Action

- 8.4.1 PFDA has established, implements, and maintains a documented procedure for corrective and preventive actions in order to: efficiently and adequately address non-conformities; and eliminate the causes of actual or potential non-conformities in the QMS based on Internal Quality Audit reports, third party audit report, etc. and in its products and services.
- 8.4.2 PFDA-QP-04, Corrective and Preventive Action procedure includes:
 - 8.4.2.1 Effective handling of customer complaints;
 - 8.4.2.2 Investigating the causes of non-conformities and recording the results of such investigations;
 - 8.4.2.3 Determining the corrective actions needed to eliminate the causes of non-conformities;
 - 8.4.2.4 Determining the steps needed to deal with any potential problem requiring preventive actions;
 - 8.4.2.5 Formulation, application, and implementation of controls to ensure the implementation of corrective and preventive actions and its effectivity;
 - 8.4.2.6 Recording changes in procedures resulting from corrective actions;

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- 8.4.2.7 Use of appropriate information such as audit results, quality records, service reports and customer complaints to detect, analyze and eliminate potential causes of non-conformities; and
- 8.4.2.8 Ensuring that relevant information on actions taken is submitted for management review.

8.5 Internal Quality Audit

- 8.5.1 The agency has established, implements, and maintains a documented procedure to verify whether quality activities and related results comply with planned arrangements and to determine the effectiveness of the Quality System. This is done through PFDA-QP-05, Internal Quality Audit procedure.
- 8.5.2 Internal quality audits are conducted on a regular basis as scheduled in the IQA plan. Internal quality auditors shall be identified and trained. They are independent of the specific activities on areas being audited.
- 8.5.3 The results of the audits are recorded and reported. The report contains details of:
 - 8.5.3.1 Non-conformance and non-conformities found during the audit;
 - 8.5.3.2 Root-cause analysis; and
 - 8.5.3.3 Corrective and preventive action including dates of completion and follow-up audit.
- 8.5.4 These findings are brought to the attention of the personnel having responsibility in the audited area. The Port Manager shall make timely corrective and preventive actions on the deficiencies found during the audit.
- 8.5.5 Follow-up audit activities are conducted for the purpose of verifying and recording the implementation and effectiveness of the corrective actions taken. IQA results are rendered and maintained by the IQA Team.

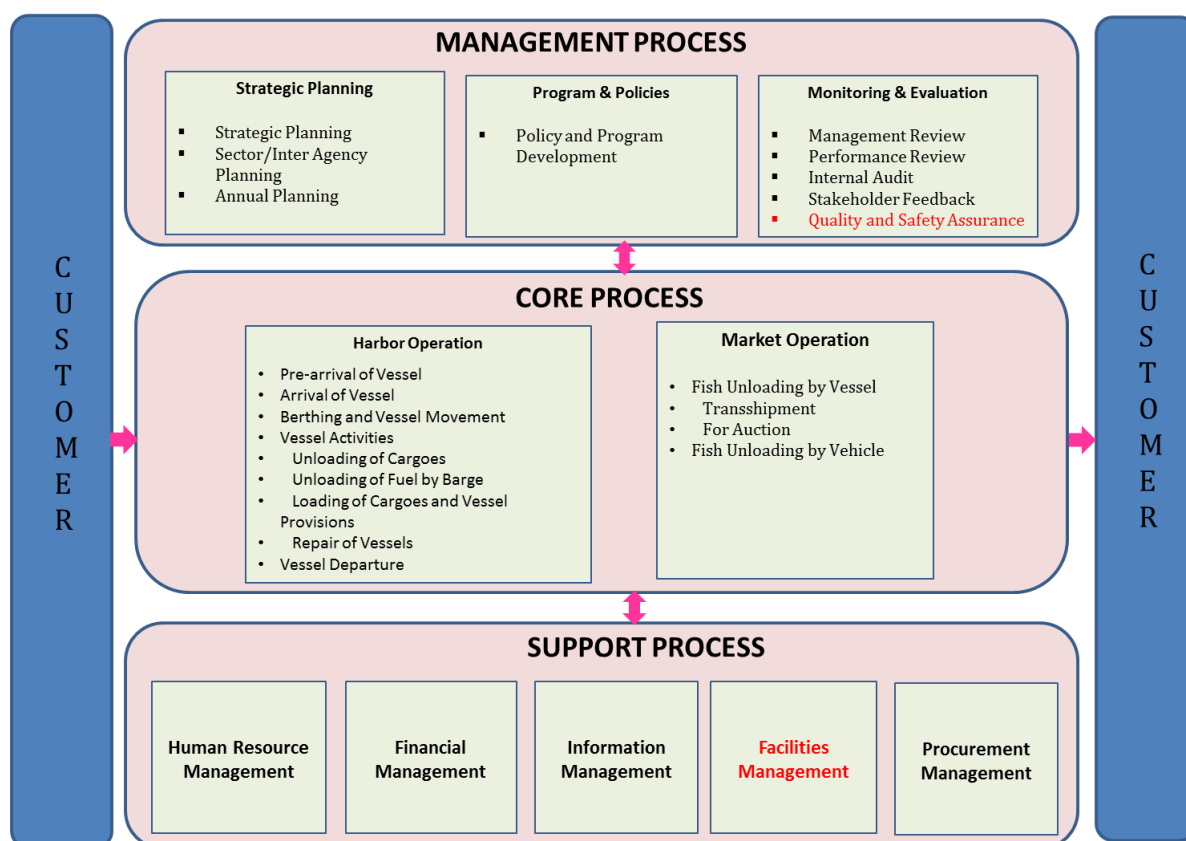
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8.6 PFDA BUSINESS PROCESS FOR HARBOR AND MARKET

The PFDA Service Business Process Model (Figure 2) revolves around the satisfaction of its stakeholder, the key consideration for its programs and services. PFDA derives inputs for its operations from its various stakeholders, and its major final outputs, in terms of programs and services go back to them. At its very core are the harbor and market processes and all its components. These processes are in a continuous feedback loop with the Authority's support process, prompting constant improvement. Each stage of the harbor and market operation consists of sub-activities that may be undertaken to meet the requirements of the subsequent activities. The start and end of the stages may overlap depending upon the nature of the process scope and the requirements of stakeholders.

PFDA BUSINESS PROCESS FOR HARBOR AND MARKET

Figure 02



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9 HARBOR AND MARKET OPERATIONS


9.1 HARBOR OPERATIONS

9.1.1 Pre-arrival of Vessel

- 9.1.1.1 Local and foreign vessel intending to call at any PFDA port shall notify the Harbor Operations Division (HOD) of the concerned port at least 24 hours prior to the Expected Time of Arrival (ETA) of the vessel. Such notification shall either be in the form of a written notice, telephone or radio. If the notification is through telephone or radio communication, the boat master/representative shall immediately file the notice upon arrival. The duly accomplished Notice of Arrival (NOA) form shall be submitted to the HOD.
- 9.1.1.2 The HOD shall be the unit responsible for the issuance of the NOA. This shall also serve as application for berth.
- 9.1.1.3 The NOA is non-transferable and shall be valid for 43 hours upon issuance.

9.1.2 Arrival of Vessel

- 9.1.2.1 Vessel's arrival shall mean the time a vessel drops anchor at the anchorage area when there is no available berthing space or the time a vessel reaches the pier/wharf when a berth is available.
- 9.1.2.2 The arrival of vessel shall be reported immediately by the Boat Master/Captain to the HOD and shall submit the necessary documents required for the application of Berthing Permit. Local fishing vessel shall be required to present the official deck logbook or roll book, while for foreign vessel, the following documents shall be presented to the HOD:
 - 9.1.2.2.1 Present inward Cargo Manifest
 - 9.1.2.2.2 Ship's particular
 - 9.1.2.2.3 Crew List
 - 9.1.2.2.4 Oath of Master
 - 9.1.2.2.5 Seaman's Book or Passport and Identification Records
 - 9.1.2.2.6 Clearance from last port of call
 - 9.1.2.2.7 Maritime Declaration
 - 9.1.2.2.8 Official Roll book
 - 9.1.2.2.9 Health Certificate (Quarantine)

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The above documents are required by regional ports wherein a One Stop Action Center (OSAC) is established. The OSAC is composed of representatives from the different government agencies whose principal task includes but not limited to the processing of documents of fishery products that are to be transshipped to foreign vessels. For other fish ports without an OSAC, additional document such as Clearance from Bureau of Customs allowing entry to the port shall be required.

9.1.2.3 The Application for Berth shall be signed by the boat master and shall contain the following information:

- 9.1.2.3.1 Name of vessel and its flag (if foreign)
- Name and address of agent (if foreign)
 - Gross registered tonnage
 - Draft, length, overall, beam
 - Name of operator, boat master/captain
 - Cargo and passenger manifest
 - ETA and ETD of vessel
 - Tonnage of cargo whether to be discharged to not with an indication of the number of tubs to be unloaded
 - Presence of dangerous cargo
 - Purpose of Berthing
 - Other pertinent information related to the seaworthiness and safety of vessel in the port.


9.1.2.4 Banca operators shall secure a Banca Berthing Permit or Banca Berthing Stub from the HOD prior to unloading of fish to the designated market hall. Banca Berthing Stub (BBS) shall be issued if berthing period is one day only. For more than one day, the Banca Berthing Permit (BBP) shall be issued. The Harbor staff shall monitor and inspect the Banca Berthing Permit/Stub while at the berth inside the port. Those bancas without BBS/BBP shall be issued a BBS with corresponding penalty to be collected for failure to secure the said document.

9.1.2.5 The BBS/BBP shall serve as permit to berth/moor at the allocated berthing space provided by the PFDA. This shall always be presented to the HOD berthing officer whenever requested for inspection.


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9.1.3 Berthing and Vessel Movements

- 9.1.3.1 Every vessel shall be anchored and secured to a wharf, pier or buoy before commencing its activities within the port.
- 9.1.3.2 A vessel shall be considered for berthing allocation only after the master or owner of said vessel has filed an application for berth. However, in case of emergency caused by natural calamities or when the ship is in distress such that it is necessary to seek the safety of the port, no berthing permit is necessary but the master of the vessel must communicate such necessity to the harbor master.
- 9.1.3.3 No vessel shall be berthed or unberthed alongside a wharf or pier without the Authority's permission or contrary to its direction; nor shall any vessel occupy a berth other than the berth allocated to said vessel.
- 9.1.3.4 Every vessel shall take its assigned berth at the designated time and unload as expeditiously as possible; provided that if a vessel shall cease unloading, and there are other vessels waiting to berth, it shall relinquish its assigned berth and await reassignment for the unloading of its fish cargo that may still remain on board the vessel.
- 9.1.3.5 Berthing priority of any vessel may not be waived in favor of another vessel except upon prior consent of the Authority.
- 9.1.3.6 Every vessel shall, while at berth, be under the charge and its safety the sole responsibility of the boat master.
- 9.1.3.7 No master of any vessel shall leave his vessel lying at berth without stationing on duty a deck officer with proper authority and adequate men to move the vessel when so required by the Authority. Failure to comply with this rule shall empower the Authority to remove the vessel at the expense of the owner.
- 9.1.3.8 Allocation of berth shall be on a first come-first serve basis. However, when the available berthing space is inadequate for a larger vessel which has a loading priority, the smaller vessel next in priority, which can be accommodated, shall be allowed to berth. Provided that should additional space be made available for the larger vessel, the smaller vessel shall be moved to the anchorage to allow the larger vessel with berthing priority to berth.

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- 9.1.3.9 No movement or shifting of vessels at berth shall be allowed without the prior knowledge and permission of the Harbor Master.
- 9.1.3.10 No vessel shall remain at berth beyond the time allowed by the authority and it shall leave immediately or be moved to another unoccupied portion of the pier/wharf especially if there are other vessels waiting to berth.
- 9.1.3.11 The master of the vessel shall comply with the instructions or directions given by the Authority and/or its duly authorized representative relative to the berthing, mooring and anchoring of vessel.
- 9.1.3.12 All vessels entering the port shall proceed with due caution and at moderate speed. A moderate speed shall mean to be that speed at which vessel could be slowed down and stopped in as short time as possible with due regard to prevailing conditions and safety of the vessel.
- 9.1.3.13 No vessel shall anchor, berth, moor or lie;
- in the approaches of the port;
 - in the principal fairway;
 - in such a manner as to obstruct the approach to an anchorage pier/wharf used by other vessel
 - in a position which is likely to foul up a vessel which is anchored, moored or made fast to buoy.
- 9.1.3.14 Nothing herein provided shall preclude the Authority from directing the movement of any vessel berthed or moored at any port if it deems such movement to be in the best interest of the public. Any expense incurred in the exercise of its discretion in this respect shall be borne by the owner of the vessel.
- 9.1.3.15 When a vessel sinks, capsizes, strands, or catches fire within the port due to whatever cause, except force majeure, the master/owner/agent of the vessels shall immediately, at his own expense, remove the vessel when called upon to do so by the Authority, to prevent obstruction to traffic, shipping and navigation. Necessary salvage permit must be secured from the Philippine Coast Guard.


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- 9.1.3.16 The Authority shall not be responsible for any loss or damage caused by or attributed to any act or omission of the Master of the vessel. Neither the Authority shall be held liable by any person for the improper moving or berthing of any vessel nor for any damage or loss occasioned thereby.
- 9.1.3.17 Government-owned vessel on official business, vessel of foreign government not engaged in foreign trade and vessel under stress shall be given berthing priority over other vessels.
- 9.1.3.18 The master of any vessel with anchor chains or other moving lines extended outward such that they pose obstruction to traffic in the harbor or interfere with any vessel loading, discharging or berthing shall be required by the Authority to remove such obstruction.

9.1.4 Vessel Activities

9.1.4.1 Unloading of Cargoes

- 9.1.4.1.1 The Boat Master of foreign vessel shall submit one (1) copy of inward Cargo Manifest in English Language indicating the following cargo details.
- Gross weight, measurement, marks, number and contents of each package or consignment including the origin of the cargo.
 - Name of consignee per Bill of Lading or the name of the person actually paying the freight, and the address
 - Clearance from appropriate government agencies
 - for grains, National Food Authority (NFA) clearance
 - for copra, Philippine Coconut Authority
 - for aggregates, Dept. of Environment and Natural Resources (DENR)
- 9.1.4.1.2 Fishing vessel operators, agents, or their duly authorized representatives shall notify the HOD prior to unloading of cargoes from the vessel.

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9.1.4.1.3 Cargoes unloaded from the vessel shall be subject to inspection of the HOD staff. Cargo/Provision Pass (CPP) shall be secured from the HMOD for the issuance of the Wharfage Assessment Slip (WAS). The WAS shall serve as basis for the assessment of the wharfage fee.

9.1.4.1.4 Wharfage fee shall be paid by the cargo shipper to the Cashier's Office prior to leaving the port.

9.1.4.1.5 The use of heavy lift shall be allowed by the Authority taking into the account the physical strength, availability of space and nature of cargoes.

9.1.4.1.6 The Authority shall have the right to prohibit unloading of cargoes which in its opinion may imperil the safety of the persons or property or cause damage to any part of the port.

9.1.4.1.7 The owners or agent of the vessel shall ensure that cargoes are unloaded at the designated area and time specified by the Harbor Master.


9.1.4.1.8 The Authority after giving at least twelve (12) hours' notice to the owner or consignee of goods which are offensive in nature and obstruction to passageway, may order its removal or destruction if it seems urgent and necessary in the public interest, without incurring liability thereof and without prejudice to any liability incurred by such owner or consignee.

9.1.5 Unloading of Fuel by Barge

9.1.5.1 The Barge Master shall notify the HOD prior to unloading of fuel from the barge. For foreign vessel, the Bunkering Permit Form shall be submitted to the HOD prior to fuel unloading.

9.1.5.2 The Barge Master shall ensure that the barge is properly secured prior to fuel unloading.

9.1.5.3 Upon unloading of fuel from the barge, the Barge Master shall move the barge from the allocated berthing space to stand-by area prior to departure.


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9.1.6 Loading of Cargoes and Vessel Provisions

- 9.1.6.1 The Boat Master, agent or authorized representative of outgoing vessel, local or foreign, shall submit to the HOD the Outward Cargo Manifest (OCM) indicating goods loaded. The OCM shall contain the following information:
- Gross weight, measurement, marks, numbers and contents of each package or consignment including the final destination thereof.
 - The name of the shipper and their addresses per Bill of Lading.
- 9.1.6.2 Vehicles carrying non-marine products intended for loading to vessels or delivery to business establishments inside the port shall be charged of wharfage fee or 1% of the sales invoice (fees vary depending upon the concerned port).
- 9.1.6.3 Suppliers of vessel provisions such as ice, water and fuel shall be charged of conveyance fee.
- 9.1.6.4 Vehicles with cargoes/vessel provisions shall be subject to inspection by the guard on duty at the entrance gate.
- 9.1.6.5 Cargo/Provision Pass (CPP) shall be secured by the supplier from the HMOD to allow them entry to the port.
- 9.1.6.6 The vehicle driver shall present the CPP and Sales Invoice to the HOD for the issuance of the Wharfage Assessment Slip (WAS) or Conveyance Assessment Slip (CAS).
- 9.1.6.7 Wharfage and Conveyance fee shall be paid directly to the Cashier's Office prior to leaving the port.

9.1.7 Repair of Fishing Vessel


- 9.1.7.1 No vessel shall carry out engine repair or other related works which may render the vessel unable to move when required to do so without permission from the Authority.

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- 9.1.7.2 Prior to repair of the vessel, the Boat Master shall present the Berthing Permit to HOD to inform them that the vessel will undergo repair activities.
- 9.1.7.3 The HOD shall indicate in the Berthing Permit and FV Locator Chart the schedule of repair.
- 9.1.7.4 Vessel repair shall be allowed only on the designated repair area. The Berthing Officer shall oversee the repair activities and indicate such activities in the Berthing Permit.
- 9.1.7.5. Repair fees shall be collected for every major repair undertaken on the vessel. Major repair shall mean work done on the vessel which interferes or makes inevitable suspension of the normal loading and unloading procedures of the said vessel which shall include, but not necessarily limited to the following:
- cropping and renewal of deteriorated bulwark, shell plating, main deck, forecastle deck, poop deck, promenade, deck and bridge deck, including monkey house or flying deck
 - remodeling of the superstructure, bridge deck, crew's quarters and other compartments
 - replacement or installation of new auxiliary engine
 - cropping or replacement of all pipes such as saltwater pipe, oil line, tank top, salt water and fresh water tank including fuel oil tank and the like
- 9.1.7.6 Net repair shall be allowed only at the designated net mending area so as not to obstruct passageway of piers.
- 9.1.7.7 Net Repair Permit shall be secured from the HMOD prior to repair.

9.2 MARKET OPERATIONS

- 9.2.1 Market supervisors shall monitor fish unloading at the designated unloading area prescribed by PFDA. Volume of fish unloaded shall be based on a per tub basis. Total fish unloading accounted by the market checker shall be final.


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For statistical purposes, all reports of unloading to be submitted by the ports to the Central Office shall be in kilograms.

- 9.2.2 Fish Unloading and Market Transaction Report (FUMTR) shall be issued by the market checker to FV operators/brokers covering fish unloaded to the designated market hall. Transshipment shall also be covered by the FUMTR.
- 9.2.3 Fishing vessel operators/brokers shall ensure the orderly handling of fish and fish tubs in order to avoid obstruction along the passageway of market halls.
- 9.2.4 Only authorized batillos with PFDA issued ID shall be allowed to unload fish from the fishing vessel to the market halls.
- 9.2.5 Transaction areas for fish unloading intended for auction shall be at the designated market halls. Local transshipment shall be allowed at the quayside area.

For foreign vessel, the transshipment agent or shipping agent shall start the unloading of fish cargo at their designated berthing space only after securing a special permit to unload its cargo from the Bureau of Customs (BOC) and Bureau of Fisheries and Aquatic Resources (BFAR).

- 9.2.6 Fishing vessel operators shall ensure that fish tubs are arranged properly inside the market halls/bays so as not to obstruct passageway and quayside area.
- 9.2.7 The FV operators/brokers shall use standard size of fish container as prescribed by the Authority.
- 9.2.8 Display of putrefied fish in the trading halls shall not be allowed. Fish suspected of being caught through illegal means shall not be allowed to be sold in the market halls until necessary examination and clearance by a competent Agency.

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10 MEASUREMENT, ANALYSIS AND IMPROVEMENT

10.1 Monitoring and Measurement

As a mechanism to measure the performance of the established QMS, the PFDA monitors the implementation of the Harbor and Market Operation through the periodic conduct of Internal Quality Audits.

Likewise, to monitor the service outcomes in terms of meeting the stakeholder requirements and expectations at different stages of the project, periodic gathering of customer feedback and perception are conducted through any of the following approaches:

10.1.1 Customer Satisfaction Survey. The determination of customer satisfaction is designed to measure and monitor performance of the PFDA's products and services in terms of meeting the customer requirements and expectations. Results of the survey are examined during the management reviews where improvement actions are identified for implementation.

10.1.2 Review of Customer Feedback. In the provision of NFPC harbor and market services, evaluation officer/staff is done at the end of the service. Results of evaluations are used to improve/enhance the conduct of similar course in the future. The gathering of stakeholder feedback during project implementation and evaluation are used to ensure that stakeholder's acceptance of service is at least satisfactory.

Likewise, service monitoring is done on a monthly basis to keep track of service performance in terms of accomplishments, timeliness, and financial accrual (revenue and disbursements).

As required under Republic Act 9485 also known as the Anti-Red Tape Act (ARTA), customer feedback are also gathered through the Public Assistance Desk (PAD).

Users of PFDA and Port facilities give their comments and suggestions by filling out the customer feedback form, the results of which are used to improve the delivery of service.

10.2. Data Analysis and Improvement

The PFDA uses applicable statistical techniques and tools to establish, control and verify process capability and characteristics. Data on stakeholder satisfaction survey, conformity to service and process requirements and supplier performance are analyzed on a regular basis.

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Graphs, diagrams, trend analysis and variance analysis are the most common tools used for data analysis depending on the information needs of management.

Continual improvement is a permanent objective of PFDA. As such, various inputs are considered for continual improvement such as quality policy, objectives, audit findings, analysis of performance data, corrective and preventive actions and performance review meetings.