



Department of Labor
and Employment

Quality Management System
GENERAL DOCUMENTED INFORMATION

DOLE-QP

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Title: Quality Policy

Department of Labor and Employment, the national government agency mandated to promote gainful employment opportunities and optimize development and utilization of the country's manpower resources, advance workers' welfare by providing for just and humane working conditions and terms of employment and maintain industrial peace by promoting harmonious, equitable, and stable employment relations that assure equal protection for the rights of all concerned parties, is committed to:

- Champion the cause of the workers and employers, including their legitimate organizations, towards achieving decent and productive employment for all Filipinos;
- Exceed client's satisfaction by providing them with highest possible standards of efficiency, quality service with professionalism, integrity, sense of responsibility and organizational discipline on timely delivery;
- Engage its people in maximizing opportunities and enhancing good practices at all levels including relationship management between stakeholders and other interested parties;
- Comply with applicable legal and other requirements; and
- Continually improve the Quality Management Systems through regular review of its quality objectives, periodic assessment of potential risks associated with its implementation to ensure effective risk control and management.

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