



NATIONAL IRRIGATION ADMINISTRATION STRATEGY MAP

VISION: By 2020, NIA is a professional and efficient irrigation agency contributing to the inclusive growth of the country and in the improvement of the farmers' quality of life

MISSION:
To construct, operate and maintain irrigation systems consistent with integrated water resource management principles to improve agricultural productivity and increase farmers' income.

CORE VALUES:
Commitment
Integrity
Professionalism



What is ISO?

International Organization for Standardization is a worldwide federation and a non-governmental organization that sets out what you need in a management system to get consistent quality of your services or products, and to 'enhance' customer satisfaction. According to Syed Hasan Jaffrey, it is based on the plan-do-check-act methodology, which helps organizations establish, implement, monitor and measure their processes to deliver results that align with the organization's requirements and continually improve performance by taking appropriate action.

How about QMS?

A quality management system is the totality of organizational processes, people, internal controls, resources, and goals focused on producing a given output that meets defined specifications. It aims to reduce and eventually eliminate nonconformance to specifications, standards, and customer expectations in the most cost effective and efficient manner

Goal of ISO 9001:2008 Certification

1. To demonstrate that the organization **does** have a management system conforming to the requirements of ISO 9001
2. To show that the system is **effective** in achieving the desired outputs
3. • "Consistent conforming products/ services"
• "Enhanced customer satisfaction"

The Legal Basis

AO 161 : Institutionalization of Quality Management System in Government

EO 605 : Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program, Amending for the Purpose AO No. 161 S 2006

Scope of NIA's QMS for Certification

NIA's QMS shall reflect the system of the National Irrigation Administration as the apex of implementing development and management of water resources for irrigation and provision of necessary services to its clientele.

QMS Principles

- 1. Customer Focus**
Meeting requirements and exceeding customer expectations
- 2. Leadership**
Establishing unity of purpose & direction
- 3. Involvement of People**
Engaging every member of the organization to harness their abilities and talents
- 4. Process Approach**
Managing activities and related resources as a process
- 5. Systems Approach to Management**
Managing interrelated processes as a system
- 6. Continual Improvement**
Setting continuous improvement as a permanent objective of the organization
- 7. Factual Approach to Decision Making**
Making decisions based on analysis of data and information
- 8. Mutually Beneficial Supplier Relationship**
Managing outsourced activities to ensure delivery of quality services. Supplier/ Contractor Management

