


## MESSAGE

I am deeply inspired by the prospect of pursuing the International Organizational Standard (ISO) certification of the BJMP-National Headquarters. It is not only advocating for advancement but actually motivating everyone to vindicate for a quality management in the organization. Certainly, as the Jail Bureau desires for ISO 9001:2008 certification, notwithstanding the requirements of International Standard, there are various ways and definite standards of how to handle and control the processes of jail administration and operations.



This Quality Manual is purposely formulated in order to emphasize the organizational background, business process model and descriptions, and mandatory procedures. As such, by looking at our organizational processes, we are always reminded and challenged of our own worth in the Jail Bureau, to encourage exemplary performance in our areas of responsibilities, and to meet the challenges for accelerated services and quality management.

I take this opportunity to congratulate the Core Team and Directorate for Program Development for making this Quality Manual possible, for this timely and laudable achievement, and for striving to make even better. Though, this is just the initial requirement for ISO certification, it is hoped that it would always continue to improve the management of the entire Jail Bureau.

  
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