


## NCMB QUALITY OBJECTIVES

In line with the DOLE and the Board's Vision and Mission and in support of the Department's Quality Policy, the Board guarantees to achieve the following objectives in line with its mandate of sustaining harmonious labor management relations in all workplaces:

1. To facilitate at least 277 and enhance at least 1,203 Labor Management Cooperation mechanisms per year;
2. To institutionalize/operationalize at least 287 and enhance at least 1,184 Grievance Machineries per year;
3. To increase by 10% the number of workers empowered through various orientation and advocacy activities;
4. To maintain at 94% the number of companies with LMCs and GMs not filing labor disputes at the Board'
5. To maintain at the following levels the settlement rate of labor disputes
  - Requests for Assistance at 80%
  - Preventive Mediation cases at 85%
  - Notices of Strike/Lockout cases at 75%
6. To maintain the number of work stoppages at single-digit;
7. To maintain the customer satisfaction index on the Board's services at 97%;
8. To continually improve the organizational capabilities; and
9. To continually improve the quality management system of the Board.

  
**LOVELYN S. PAPAS**  
Chief, Workplace Relations  
Enhancement Division

  
**MA. YOLANDA P. MINORIA**  
OIC-Chief, Conciliation-  
Mediation Division

  
**CORAZON M. FEGI**  
Chief, Voluntary Arbitration  
Division

  
**MARIFE E. FAUSTO**  
OIC-Chief, Research and  
Information Division

  
**LUCITA D.O. CAUDILLA**  
Chief, Administrative  
Division

  
**EDITHLIANE P. TADEO**  
Chief, Financial and  
Management Division

  
**RONDA D. MALIMBAN**  
Director II, Technical Services

  
**MARIA CRISTINA O. MANGALIMAN**  
Director II, Internal Services

  
**EDMUNDO T. MIRASOL**  
Deputy Executive Director IV  
Technical Services

  
**MARIA TERESITA L. CANCIO**  
Deputy Executive Director IV  
Internal Services

  
**SHIRLEY M. PASCUAL**  
Executive Director IV