



MISSION

We commit to prevent and suppress destructive fires, investigate its causes, enforce fire code and other related laws, and respond to man-made and natural disasters and other emergencies.



VISION

*A modern fire service
fully capable of ensuring
a fire-safe nation
by 2034.*



Republic of the Philippines
Department of the Interior and Local Government
BUREAU OF FIRE PROTECTION
NATIONAL HEADQUARTERS
Agham Road, Barangay Bagong Pag-asa, Quezon City
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QUALITY POLICY

BFP is to provide a high quality, professional and efficient service to ensure the satisfaction of all of the requirements of our client. This achievement will result in securing efficiency, firm of all the requirements of client and enhancement of long-term sustainability and pursuit of organizational excellence within the organization.

The Management Team will show leadership and commitment, and bear the responsibility for establishing, implementing, integrating and maintaining the Quality Management System.

We undertake to ensure sufficient resources are made available within the Organization to achieve this. We undertake to ensure through communication, engagement, practical example and training that Quality is the aim of all members of the organization.

Through direction and support, each employee will have a proper understanding of the importance of the Quality System function, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the Organization.

Equally, every employee is responsible for, and will be trained to perform the duties required by his or her specific role.

The Organization has a Policy of promoting continual improvement and setting of Quality Objectives in line with the framework laid down within ISO 9001:2015 Standard. These objectives will address the risks and opportunities within the Organization as determined by Top Management.

DFSE hereby certifies that this Quality System Manual and the Standard Operating Procedures Manual accurately describes the Quality System in use within the Organization to meet the requirements of ISO 9001:2015.

The Quality System will be monitored, measured, evaluated and enhanced regularly under the Top Management's ultimate responsibility, with regular reporting and communication of the status and effectiveness at all levels.


LEONARD R. BAÑAGO
Fire Director (DSC)
Chief, BFP



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QUALITY OBJECTIVES

- **TOP MANAGEMENT AND STAFF TO PROVIDE:**

- Information on the accomplishment of Fire Safety Inspection, which is reliable and updated every month.
- Continuous education and enhancement of skills by providing Fire Inspection Training and Education of 500 Fire Safety Inspectors and Plan Evaluators nationwide yearly with an increase of 5% every year.
- At least 70% Satisfaction survey rating from stakeholders in the processing of Fire Safety Evaluation Clearance (FSEC) and Fire Safety Inspection Certificate (FSIC).
- At least 90% Inspection of buildings/ business establishments, government buildings, PEZA-registered establishments and energy facilities against the buildings/ establishments listed under the Business Permit and Licensing Office (BPLO) and/or existing updated list of businesses of stations nationwide within the prescribed period and an increase of 2% (two percent) every year.
- Fast and reliable service by accomplishing at least 95% of the issued Inspection order (IO) within the prescribed period from the receipt of IO.
- At least 90% issuance of Fire Safety Evaluation Clearance (FSEC) for compliant and/or approved Building Plans that would serve as basis for application for Building Permit against the total number of FSEC application within the prescribed period and an increase of at least 2% every year.
- At least 90% issuance of Fire Safety Inspection Certificate (FSIC) for compliant application for Business and Occupancy Permit within the prescribed period and an increase of 2% every year.
- Innovation, through modernization of IT infrastructure and deployment of 5 system applications in three (3) regions including the National Headquarters.
- Increase of Fire Code Fees collection by at least 10% yearly.

- **TOP MANAGEMENT**, to provide support by ensuring sufficient resources to fully comply the implementation of QMS.


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