



Republic of the Philippines  
Department of Finance  
**INSURANCE COMMISSION**



**PRESS RELEASE**  
**26 May 2016**

**Insurance Commission is now ISO 9001:2008 Certified!**



The Insurance Commission’s pursuit for excellent and quality service has been formally recognized with the awarding of the ISO 9001:2008 Certification.

In its 04 May 2016 letter, the AJA (Anglo Japanese American) Registrars conferred the ISO 9001:2008 Certification to the Insurance Commission after a thorough assessment of IC’s Quality Management System.

The AJA Registrars encouraged IC to ensure the continual improvement of the effectiveness of its management systems as a tool to consistently attain customer satisfaction and achieve performance objectives. Subsequent surveillance audits will be conducted to track improvements in the system.



This milestone is a testament to IC’s steadfast commitment to provide quality regulatory services that exceed the expectations of its customers and stakeholders.

“It is with excitement that I officially share this great news today. The Insurance Commission is now ISO 9001:2008 certified,” Insurance Commissioner Emmanuel F. Dooc announced.

The Certification “is proof of IC’s strong commitment to quality regulatory services which is at par with international standards. The mission to protect the insuring public and to develop and strengthen the insurance industry has continuously been discharged with efficiency and

competence,” the Commissioner said. He also lauded the IC officials and employees for their efforts and invaluable contributions in the successful ISO 9001:2008 Certification.

The IC has sought the coveted recognition to ensure that its management systems and processes are of international standards and best practices.

The IC’s Quality Management System (QMS) covers all provisions of Insurance and Pre-need regulatory services in the Philippines. These involve activities related to licensing, monitoring, approval, examination, and legal proceedings.

“This means that we have recalibrated our processes, reengineered our procedures and restructured our systems to improve the way we do things so we can be of great help to the insuring public and pre-need customers,” the Commissioner added.

###