

VMMC secures another ISO mark

The Veterans Memorial Medical Center has been recertified to ISO 9001:2015 by the ISO third party auditor, SOCOTEC Certification Philippines, Inc. for complying with international quality management system standards.

SOCOTEC Certification Philippines, Inc. Lead Auditor Mr. Michael Jordel Matundan made this pronouncement after the two-day grueling audit conducted in the Medical Center on March 17 -18, 2022.

VMMC Quality Assurance Unit Head Dr. Eloisa S. De Guia expresses gratitude to all the hospital staff, as well as to the consultant Ms. Ingrid Manglapus who helped them prepare for the external audit.

The re-certification audit shows that VMMC continuously conforms and complies to the standards in delivering quality healthcare services that are efficient and responsive to our clientele. Management commended the efforts of all offices for the continuous commitment and dedication to improve our (QMS) Quality Management System especially those who were complimented by the external auditors for their good practices. Nevertheless, the identified observations and opportunities for improvement shall be addressed by the concerned offices.

After successfully passing the third-party certification audit, the VMMC retains its ISO 9001:2015 certification for Quality Management System for the provision of healthcare services. The virtual audit conducted by the SOCOTEC Certification Philippines, Inc. confirmed that the agency remains in compliance with the ISO 9001: 2015 standard and noted the progress made since the initial certification was obtained.

ISO Certification is a recognition given to an organization that has met requirements for standardization and quality assurance. It ensures the public that the products and services being delivered are safe, reliable, and of good quality. For businesses, ISO Certification is a strategic tool that reduces costs by minimizing waste and errors and increasing productivity.

SOCOTEC, a leader in the assessment and certification of international, national and industry standards, determined that VMMCs quality management system for health services system meets and even exceeds expectations of its veteran clientele. The recertification of ISO 9001:2015, the world's leading quality management standard, reiterates that VMMC's processes meet statutory and regulatory requirements while achieving excellence in the performance of its mandates.



VMMC Quality Assurance Unit with the Director after successfully passing the third-party certification audit.