BAGONG PILIPINAS

QUALITY MANAGEMENT SYSTEM POLICY

At the Manila International Airport Authority, we are dedicated to:

- Provide the highest level of service by offering efficient, courteous, and prompt assistance to all relevant interested parties;
- Implement stringent security and safety regulations by regularly reviewing the MIAA security and safety management systems that ensure the facilities and personnel are safe at all times;
- Seek to minimize risks through continuous improvement, audit and respond effectively to any occurrence;
- Promote responsible use of resources while ensuring compliance with environmental standards;
- Ensure equal opportunity and access to resources for both men and women, thereby promoting a gender-responsive organization and facilities.

MIAA is committed to fostering continuous improvement of the Quality Management System by performing regular monitoring, auditing, and feedback systems that help identify opportunities for innovation and process enhancement in managing the service, security, safety, and maintenance of its facilities.

ERIC JOSE C. INES
General Manager