



# BIR MEDIA RELEASE

## **Commissioner Lumagui: More to Come After Revenue Region - Makati ISO 9001:2015 Expansion**

In line with Bureau of Internal Revenue Commissioner Romeo D. Lumagui Jr.'s program to continuously provide taxpayer-oriented service and to professionalize the institution, the Bureau adopted an expansion on ISO 9001:2015 Quality Management System (QMS) for One-Time Transaction (ONETT), Processing and Issuance of Tax Clearance, Processing of Tax Returns and Batch Control Sheet. The pilot region of the ISO expansion was Revenue Region (RR) No. 8A-Makati City.

"Congratulations to Revenue Region No. 8A-Makati City for their ISO 9001:2015 expansion. The improvement of your systems and services serves as a testament to the commitment of revenueurs to our shared vision of a BIR that is a service-oriented agency. This is also a step towards our dream of further professionalizing the institution," Commissioner Lumagui stated.

Commissioner Lumagui has adopted Excellent Taxpayers Service and Integrity and Professionalism in the Institution and its Employees as two of the pillars of his administration. These include the program of nationwide ISO certification for the BIR.

"May the ISO expansion of Revenue Region No. 8A-Makati City serve as an inspiration to all other BIR Revenue Regions. If we can do it in the financial capital of the country, we can do it anywhere. We now have a blueprint for improving our services. I will personally monitor the ISO certifications of all regions. We owe the best of services to the Filipino people," Commissioner Lumagui stated.