

# PhilHealth sustains ISO 9001:2015 certification



PhilHealth President and CEO Atty. Dante A. Gierran (right) while unveiling the ISO 9001:2015 certification on Monday, February 15, 2021 together with Vice President for Arbitration Office and Chair of the Internal Quality Audit Atty. Jay Villegas (left) and Acting Senior Manager for Organization and Systems Development Office Alejandro Dennis Lim.

State agency Philippine Health Insurance Corporation (PhilHealth) has been recertified ISO 9001:2015 after a stringent audit of its quality management system (QMS) conducted late last year.

PhilHealth received the certification after going through the remote surveillance audit conducted by third party auditor SOCOTEC Certification Philippines, Inc. last December 16-18, 2020 amid challenges in mobility brought about by the ongoing pandemic.

Having earned its 9001 certification in 2015, PhilHealth has continued to be at par with the Government’s best, observing the highest quality standards in its services to achieve customer satisfaction.

The ISO 9001 certification is an international quality control management system granted by the International Organization for Standardization (ISO) and is widely recognized as a benchmark for organizations in demonstrating continuous improvement and consistent provision of products and services that meet customer and regulatory requirements.

The said certification covers “Public Administration” which consists of the Agency’s processes, member coverage management, benefit delivery, provider management, and management and support processes.



Team PhilHealth headed by Gierran during the last leg of the remote surveillance audit conducted by SOCOTEC Certification Philippines, Inc.

*“Despite the ongoing pandemic and the adversities that the Corporation has been confronted (with) for the past years, I’m happy that we (retained) the coveted ISO certification,”* PhilHealth President and Chief Executive Officer Atty. Dante A. Gierran said during a simple unveiling rites on Monday, February 15 where officers and employees from all its 17 regional offices nationwide have gathered in a synchronized flag ceremony.

He also recognized the efforts and hard work of the PhilHealth community who have always been the strength and backbone of the state agency, enjoining them to *“sustain the efforts that have been made”*, adding that *“Obtaining the ISO certification needs renewal of commitment. We will continuously raise the bar. We will ceaselessly seek to improve our brand of quality service to the public -- consistent with the requirements of the ISO 9001 QMS Standards”*. ###

Reference: Rey T. Baleña, Senior Manager, Corporate Communication Department and concurrent Acting Vice President, Corporate Affairs Group | 0932-8749417



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