



**PNP LAKAS TULUNGAN
MULTI-PURPOSE COOPERATIVE**

BOARD OF DIRECTOR

ABOUT THE ORGANIZATION

REVISION HISTORY

DCN #	Rev. #	Rev. Date	Date Implemented	Originated By	Reviewed By Approved By	Description of Change
PNP-ORG-002	0				BOARD RESOLUTION NO. Chairperson Vice-Chairperson Board of Director Board of Director Board of Director Board of Director Board of Director	ORIGINATOR



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INTRODUCTION:

The efficiency of leadership depends on how effective the management of the day to day operation that geared towards its primary objective of giving quality service to its member-owner and the entire PNP Lakas Tulungan Multi-Purpose Cooperative. We practically operate for the past several years based on our own expertise and experiences, we succeed because of this concept, yet the constant leadership succession will always be a major factor in attaining the sustainability of its development. Leaders and Staffs are the people occupy mostly of the organizational structure and in that scenario often times the operation experiences changes and inconsistency that weakens the systems and leads to fragility in the decision making.

Now that we achieve the level of development in our organization. Stability is a major factor that the Board of Directors of 2009-2010 decided to establish professionalism in our system. This Quality Manual will therefore be created and put in place whose main objective is to document, approve and implement in all areas of the business operation of PNP Lakas Tulungan Multi-Purpose Cooperative or PNPLT MPC.

The Board of Directors thru the leadership of the Chairperson shall be held responsible for the effective implementation of this Quality Manual. Regular System Review shall also be initiated and conducted to ensure the needs of the development is being processed and considered.

To all the members, leaders and employees, let us value this "Quality Manual" as our effective tool in defining and outlining the principles, procedures and best practices of the various programs and services of our primary cooperative.

As cooperative organization.

We exist because of the principles and philosophies of cooperative. We will exist in operation on the following premises:

General Concepts (RA9520-Art. 3) – A cooperative is an autonomous and duly registered association of persons, with a common bond of interest, who have voluntarily joined together to achieve their social, economic and cultural needs and aspirations by making equitable contributions to the capital required, patronizing their products and services and accepting a fair share of the risks and benefits of the undertaking in accordance with universally accepted cooperative principles.

Cooperative Principles (RA9520-Art. 4)

Cooperative Principles – Every Cooperatives shall conduct its affairs in accordance with Filipino culture, good values and experience and the universally accepted principles of cooperation which include, but are not limited to, the following:

Voluntary and Open Membership – Cooperatives are voluntary organizations, open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, cultural, political or religious discrimination.

Democratic Member Control – Cooperatives are democratic organizations that are controlled by their members who actively participate in setting their policies and making decisions. Men and women serving as elected representatives, directors or officers are accountable to the members. In primary cooperatives, members have equal voting rights of one-member, one-vote. Cooperatives at other levels are organized in the same democratic manner.

Member Economic Participation – Members contribute equitably to and democratically control, the capital of their cooperative. At least part of that capital is the common property of the cooperative. They shall receive limited compensation or limited interest. If any, on capital subscribed and paid as a condition of



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memberships. Members allocate surpluses for any or all of the following purposes: developing the cooperative by setting up reserves, part of which should at least be indivisible; benefitting members in proportion to their patronage of the cooperative's business; and supporting other activities approved by the general members.

Autonomy and Independence – Cooperatives are autonomous, self-help organizations controlled by their members. If they enter into agreements with other organizations, including government, or raise capital from external sources, they shall do so on terms that ensure democratic control of their members and maintain their cooperative autonomy.

Education, Training and Information – Cooperatives shall provide education and training for their members, elected and appointed representative, managers and employees, so that they can contribute effectively and efficiently to the development of their cooperatives.

Cooperation among Cooperatives – Cooperative serves their members most effectively and strengthens the cooperative movement by working together through local, national, regional and international structures.

Concern for Community – Cooperatives work for the sustainable development of their communities through policies approved by their members.

As Multi-Purpose Cooperative.

We are a Primary Cooperative registered to Cooperative Development Authority under Number 9520-11000181 as a multi-purpose cooperative.

(RA9520 Art. 23) Multi-Purpose Cooperative is one which combines two or more of the business activities of cooperatives.

(RA9520 Art. 23) Primary Cooperative – the members of which are natural persons.

Our Members

Our cooperative is a bonafide employee of Philippine National Police

(RA9520 Art. 26)

A regular member is one who has complied with all the membership requirements and entitled to all the rights and privileges of membership.

An associate member is one who has no right to vote nor be voted upon and shall be entitled only to such rights and privileges as the bylaws may provide; Provided, that an associate member who meets the minimum requirements of regular membership, continues to patronize the cooperative for two years, and signifies his/her intention to remain a member shall be considered a regular member.

Cooperative Values

Loyalty, Dedication and Sincerity – In discharging their duties, all officers and employees are required to observe the principles and essence of loyalty, dedication and integrity.

Professionalism – Officers and employees are expected to do their best, truly and justly and remain respectable and cordial in associating with people, fellow officers, employees or members, and the community as well...

Standard of Performance – Officers and employees are deemed to be exemplars of righteousness, honor and promptness in the performance of their bounden duties.



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Significance of and concern in the well-being of members – It is necessary to always look after and enhance the welfare of members, taking into account the importance of high quality of goods and services offered.

Self-Interest and Competitive Ventures – Officers and employees are not supposed to advance their own personal welfare or side with any issue brought about contrary to the tenets of Cooperativism and inimical to the interest of the general membership. They are likewise prohibited to accept any duty or position as regular officers or employees of any other Cooperative.

Vulgar and Disgraceful Service – Officers and employees should set the example at all times in leading a normal and customary way of life; and above all, to avoid any vulgar, indecent and shameful conduct, undertaking or vice.

- 1. Health and Well-Being – It is moral obligation of the LTMPK to promote and put-up an effective health program for the collective well-being of the employees.**

Vision Statement:

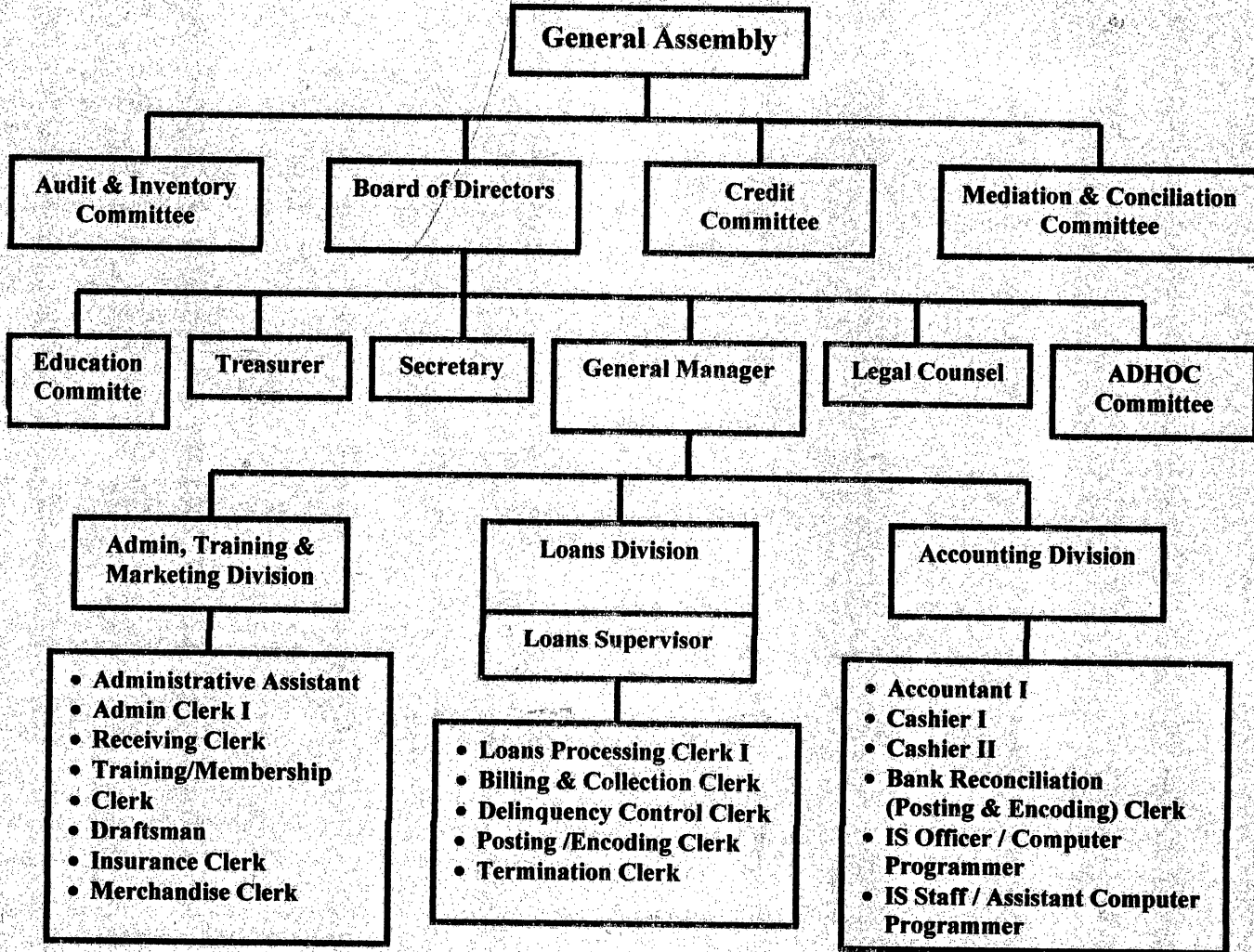
PNPLTMPK is a stable, efficient, and service oriented cooperative establishment that provides financial and other services to promote thrift and frugality.

Mission Statement

The PNPLTMPK shall provide dedicated and committed membership to all active and retired uniformed and non-uniformed personnel of the PNP, BJMP, BFP, PPSC, GHQ, AFP through education and training and computerized process in lending, deposits and other financial services to uplift the economic status of its members.



ORGANIZATIONAL STRUCTURE



PROGRAMS and DEFINITION

1. _____
2. _____
3. _____
4. _____
5. _____

SERVICES

1. Credit Business
 - 1.1. Productive Loan
 - 1.1.1. _____
 - 1.2. Provident Loan
 - 1.2.1. Regular Loan
 - 1.2.2. Petty-Cash Loan



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- 1.2.3. Emergency Loan
- 1.2.4. Pension Loan
- 1.2.5. ATM Loan
- 1.2.6. Calamity Loan
- 1.2.7.

2. Health Care Services

- 2.1. _____
- 2.2. _____
- 2.3. _____
- 2.4. _____

3. Marketing Services

- 3.1. _____
- 3.2. _____
- 3.3. _____
- 3.4. _____

4. Others

- 4.1. _____
- 4.2. _____
- 4.3. _____
- 4.4. _____

GENERAL POLICIES OF THIS QUALITY MANUAL

1. This quality manual will always imply a systematic process of the philosophy, policies, programs, procedures and practice of the organization
2. This quality manual is intended to set a quality standards both the Administrative and Management of the cooperative.
3. This quality manual should ensure consistency of work within the workplace, leaders and staff.
4. This quality manual helps new and inexperienced leaders and staff. The opportunity to quickly settle in to how tasks are tackled within the business, thereby increasing productivity
5. This quality manual should be a tool in the identification of strengths and weaknesses of the cooperative.
6. This quality manual should project customer confidence in all business dealings.
7. All programs and services should have a Quality Procedure and Work Instruction before its implementation.
8. All leaders and staff should adopt the written procedures, policies and objectives of this manual.
9. All leaders and staff who violate this quality manual will be subjected to disciplinary actions or sanctions.
10. This quality manual should ^{be} regularly reviewed for continuous development of systems and procedures.

EFFECTIVITY

This quality manual will take effect on January _____, 2010, through the power of the Board of Directors under Board Resolution Number _____, series, 2010.