



FEB 06 2025

**PPA MEMORANDUM CIRCULAR
NO. 002 - 2025**

TO : All PPA Officials/Employees
And Others Concerned

SUBJECT : **REVISED PPA CUSTOMER SATISFACTION AND FEEDBACK
PROCEDURE MANUALS**

Pursuant to Anti Red-Tape Authority Memorandum Circulars Nos. 2022-05 and 2023-05, and in line with the principle of continual improvement in the implementation of the various Management Systems, under the requirements of ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018 Standards, the attached latest version of the **Customer Satisfaction and Feedback Procedure Manuals** for QMS and IMS Ports, and the Head Office, are hereby officially approved for implementation.

All concerned PPA officials and employees are enjoined to comply with the provisions of the said Manuals.

Further, all previous procedures of the Customer Satisfaction and Feedback Manuals inconsistent herewith are hereby superseded and repealed accordingly.

For information and guidance.


JAY DANIEL R. SANTIAGO
General Manager