



## LAND MANAGEMENT DIVISION



### **Introduction to GGMC's ISO Quality Management System**

ISO (International Organization for Standardization) develops various standards for management systems to help operate an organization. ISO 9001 focusses on quality management to ensure that a company's products or services are designed and implemented according to the mandated ISO 9001:2015 standards.

The Guyana Geology and Mines Commission (GGMC) is currently ISO certified. In order for us to continue providing our valued customers with the highest level of quality and satisfaction we need you to understand what that means to us.

The Commission gained its certification to ISO 9001 quality management standard March 30, 2011 for our key processes for the issuance of medium scale and large scale permits, licences and permissions.

A Quality Management System (QMS) determines and continuously improves an organization's quality performance. As a management system, it also details what GGMC does to manage its processes or activities so that its services meet the organization's objectives.

Our Quality Management System is unique. It is based on:

- The Commission's Quality Policy
- Customer requirements
- Statutory and regulatory requirements
- Other stakeholders requirements
- ISO 9001 requirements

### **GGMC's quality objectives are as follows:**

- Continuous improvement of process cycle time
- Annual reduction in errors in information forwarded to the gazette
- Improvements of our services based on customer satisfaction and feedback

Our quality objectives go hand in hand with our **Quality Policy Statement** which states:

*Complete customer satisfaction and continual process improvement, with a commitment to meet regulatory requirements and continually improve the effectiveness of the Quality Management System.*

## **Benefits of ISO certification:**

- Increase in confidence by customers (improved customer satisfaction)
- More consistent quality of products and services
- Clear statement of requirements
- Improved image by demonstrating commitment to quality/customer satisfaction
- Security of jobs
- Promote transparency

## **GGMC's VISION**

As a recognized repository of all information on Guyana's mineral resources with increased electronic access to all information, to deliver a high level of quality service to miners, stakeholders and the general public, while giving high regard to employees welfare and development.

## **GGMC's MISSION**

To provide effective stewardship of our mineral resources by ensuring increased opportunities for mineral resources development (exploration, documentation and extraction) and to promote and support increased investment in the mining and mining related sectors.

## **GGMC's CORE VALUES:**

- Passion for success
- Client satisfaction
- Efficiency and Effectiveness
- Integrity
- Hard Work
- Respect for Human Rights
- Timeliness
- Fairness
- Health and Safety and Environmental Soundness
- Do not repeat mistakes

## **Role of Top Management:**

GGMC's top management is committed to demonstrate leadership and commitment by:

- Developing and communicating GGMC's Quality Policy;

- Promoting improvement, risk-based thinking and the process approach;
- Motivating and encouraging participation in the QMS;
- Ensuring alignment between the QMS and the business strategy;
- Maintaining a customer focus;
- Involvement in QMS planning;
- Providing resources to the QMS;
- Review and approvals of key QMS documented information;
- Conduct management reviews

### **Expectations of our staff:**

Quality performance is considered a personal responsibility of all employees. To maintain quality performance at the highest level, all staff are expected to:

- Fulfill or exceed customer needs and expectations by delivering quality service in a consistent and timely manner;
- Cultivate and maintain the commitment to continual improvement and communicate our goals and objectives to every employee;
- Promote a working environment where training and tools are provided for all work to proceed in a safe and efficient manner.
- Recommend changes and improvements to the Quality Management System.
- Communicate problems and concerns.
- Each employee is expected to perform his/her tasks the first time in accordance with service procedure or other requirements. The name GGMC must represent quality to our employees and all of our stakeholders.

### **Involvement of Staff**

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- Staff performing work affecting service quality must be competent.
- Competence is based on appropriate education, training, skills, and experience.

## **Training**

Training is a continuing and dynamic commission's activity. The quality objectives are met through constant reinforcement of the principles contained in the commission's quality manuals. An essential element of quality training is the ability to track the level and frequency of the training of all employees. The commission also recognizes that experience may replace formal qualifications in many instances within the specifications requirements of the job.

## **Continual Improvement**

Continual improvement of GGMC's overall performance is a permanent objective of the Commission.

Improvement of system effectiveness is accomplished by improving the processes of the system.

## **CUSTOMER FOCUS**

GGMC depends on its customers and therefore should understand current and future customer needs, should meet customer requirements and strive to exceed customer expectations.

## **GGMC's CUSTOMER SATISFACTION STATEMENT**

Customer satisfaction is the fulfillment of a customer's legitimate needs, requirements and expectations as evidenced by goodwill, positive feedback from the customer and continual improvement in customer relations.

In this regard, the Guyana Geology and Mines Commission (GGMC) is committed to customer satisfaction which will be achieved as staff exhibit courtesy, reliability, efficiency and helpfulness. Furthermore, GGMC is committed to provide an affordable, transparent service of the highest quality in a favourable business environment which adequately addresses the legitimate needs of the customer.

Consequently, the customer will experience benefits such as reduced waiting time, strict confidentiality, improved customer relations, and the assurance and confidence that the service at GGMC is hassle free and the best that can be offered.

# **Encouraging feedback from our Customers**

**GGMC values our customers and aims at improving their experience by using feedback information to continually improve our services offered.**

## **Customer Satisfaction Information can be provided by:**

1. Filling out our External Customer Survey Form located at our customer service points.

2. Depositing the completely filled out form in any of our suggestion boxes collected in the Land Management Division, Mines Clerical Section, Library, Cashier's Office and the Front Security Hut.

### Specimen of GGMC's External Customer Satisfaction Form:



Guyana Geology and Mines Commission  
Upper Brickdam, Georgetown, Guyana

#### EXTERNAL CUSTOMER SATISFACTION SURVEY FORM

Please provide us with your thoughts on the quality of service at the Commission. Simply fill out this form and return it to the counter or place it in the Customer Satisfaction box.

#### Which Division/s did you visit?

Commissioner's Office  Land Management  Finance   
Mines  Library  Deputy Commissioner  Human  
Resources & Administrative  Geological Services   
Petroleum  Security  Environmental

Kindly rate your experience on the following scale with 5 being excellent and 1 being poor.

|   |   |   |   |   |   |
|---|---|---|---|---|---|
| Speed and accuracy                                | 5 | 4 | 3 | 2 | 1 |
| Friendliness and Courtesy                         | 5 | 4 | 3 | 2 | 1 |
| Professionalism                                   | 5 | 4 | 3 | 2 | 1 |
| Knowledge of Products and Service                 | 5 | 4 | 3 | 2 | 1 |
| Accuracy of transactions                          | 5 | 4 | 3 | 2 | 1 |
| Resolution of Queries                             | 5 | 4 | 3 | 2 | 1 |
| Overall satisfaction with GGMC's field operations | 5 | 4 | 3 | 2 | 1 |
| Overall Satisfaction of Commission                | 5 | 4 | 3 | 2 | 1 |

\*Do you have any ideas or suggestions for how we might better serve you? Do let us know in the space provided below. Thank you.

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(Optional)

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Date & Time of visit: \_\_\_\_\_

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**Quality is everyone's business at GGMC!**