


# DSWD Quality Policy




## QUALITY POLICY


We, at the Department of Social Welfare and Development (DSWD), commit to:




**D**eliver, coordinate, and monitor social protection programs and services to the poor, vulnerable, and disadvantaged population towards a fair, just, and peaceful society;



**S**ustain a culture of excellence through continual improvement of systems, mechanisms, and procedures in the delivery of programs and services;



**W**ork with integrity and adhere to ethical standards for customer satisfaction and quality service by complying with the DSWD mandates, and other pertinent laws; and



**D**emonstrate genuine concern for the poor, prompt compassionate service, and free from any form of corruption.