

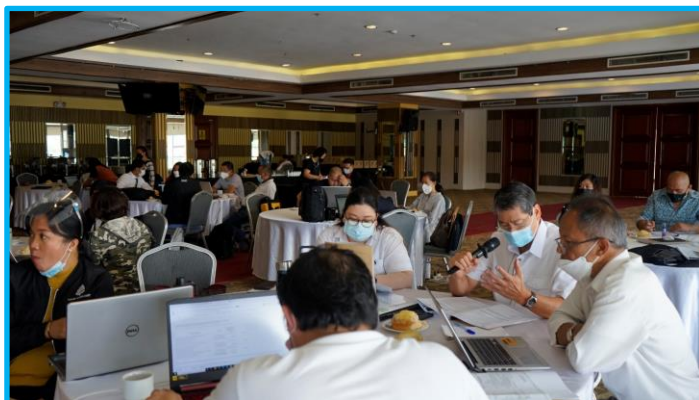
is an unprecedented event which gained more significance as the National Government is in need of resources to address the COVID-19 pandemic situation.

C. INTERNAL PROCESS PERSPECTIVES

In alignment with the government’s socio-economic agenda on the ease of doing business, several processes of JHMC are being reviewed, streamlined and digitized to ensure more effective and efficient delivery of public service.

C.1 Strategic Planning

The JHMC Board of Directors and Management conducted an annual review of the Corporate Mission-Vision-Core Values Statements, including the review of the five (5) strategic priorities on 08 November 2021. This led to the revision of the Mission and Vision Statements of JHMC for CY 2022 and beyond.





The JHMC BODs, Management, and Staff and BCDA – Corporate Planning Department

C.2 Process Review and Streamlining Efforts

In compliance with the provisions of RA 11032 or the EODB Law and OP-ARTA directives on streamlining and process improvement and in compliance to the ISO 9001:2015 standards on continual improvement, the JHMC, through the OCPEO-CPU has held several sessions to harmonize and streamline various processes and operations manual of the JHMC. This resulted to the amendment of the Citizens' Charter as of 08 November 2021, submitted to the OP-ARTA.



Streamlining Session on May 6, 2021



Streamlining Session on May 20, 2021



Streamlining Session on June 1, 2021