



BATAAN PENINSULA STATE UNIVERSITY

City of Balanga, Bataan 2100 Philippines

This is to certify that

BATAAN PENINSULA STATE UNIVERSITY

has implemented the Internal Quality Audit Program
and conducted INTERNAL QUALITY AUDIT in accordance
with the requirements of ISO 9001:2015.

GREGORIO J. RODIS, Ph.D.

University President



BATAAN PENINSULA STATE UNIVERSITY

QUALITY ASSURANCE OFFICE

Balanga City 2100 Bataan

Phone Number: 047-931 0045

Email Address:

qualityassurance@batsu.edu.ph

QUAO.COR.2017.0005.JCM

October 27, 2017

GREGORIO J. RODIS

University President

Subject: BPSU 1st Internal Quality Audit Accomplishment Report and Request for Certification on the conduct of Internal Quality Audit

Sir:

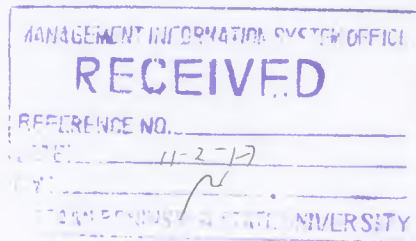
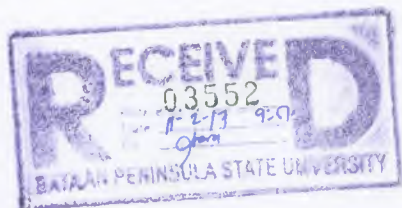
In view of the Guidelines on the Validation of the ISO 9001 Quality Management System (QMS) Certification or ISO-Aligned QMS Documents, the undersigned respectfully requests issuance of certification on the conduct of Internal Quality Audit to be posted on the Philippine Transparency Seal.

Attached herewith are the documents to support the conduct of the said activity.

Thank you very much for your continued support. God bless and Mabuhay!

Very truly yours,


JESSELYN L. MORFEJO, Ed.D.
Head, Quality Assurance Office



Our Vision

A leading university in the Philippines recognized for its proactive contribution to Sustainable Development through equitable and inclusive programs and services by 2030.

Our Mission

To develop competitive graduates and empowered community members by providing relevant, innovative and transformative knowledge, research, extension and production programs and services through progressive enhancement of its human resources capabilities and institutional mechanism.



BATAAN PENINSULA STATE UNIVERSITY
City of Balanga 2100 Bataan
PHILIPPINES

01 September 2017

UNIVERSITY MEMORANDUM

No. **0924-A**, series of 2017

**ADDENDUM TO UNIVERSITY MEMO NO. 0924 S2017
(VARIOUS ACTIVITIES FOR ISO 9001 IMPLEMENTATION
PREPARATION/SCHEDULE OF INTERNAL QUALITY AUDIT)**

To : Vice Presidents
Directors for Various Services
Campus Directors *support*
Deans/ Heads of Departments

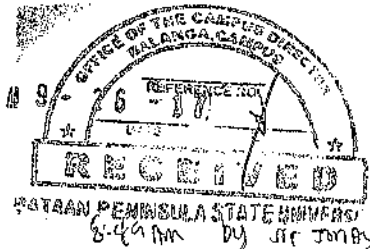
From : University President

In view of the various activities to be conducted for the implementation of ISO 9001, the BPSU Quality Assurance Office would like to inform your respective offices on the schedule for the upcoming Internal Quality Audit come October 2017. Attached herewith is the schedule of the said activity. Please be guided accordingly.

For your information and guidance.

G
GREGORIO J. RODIS, Ph.D.
University President

ref: 17-xxxxx/leb





SCHEDULE OF INTERNAL QUALITY AUDIT

October 02-12, 2017

Date	Time	Assigned Team/s	Service / Office	Process
October 02, 2017	09:00 AM-11:00 AM	Team 1	Office of the University President / Office of the Board and University Secretary	Planning, Policy Development, Performance Evaluation, Management Review, Corrective Actions, Legal Services
	01:00-03:00 PM	Team 5	Office of Quality Assurance	Performance Evaluation, Feedback Management, Management Review, Corrective Actions, Presidential Staff Management, Lecturers,
	11:00- 12:00 PM	Team 6	Office of Public Affairs	Publishing Services
	02:00-04:00 PM	Team 2	Office of Security and RRMS	Manpower Services, Presidential Staff Management
	11:00-12:00 PM	Team 3	Office of Arts and Culture	Presidential Staff Management
	02:00-04:00 PM	Team 3	Office of Sports and Physical Development	Presidential Staff Management
October 03, 2017	01:00-02:00 PM	Team 4	Office of Gender and Development Focal Point System/ Center for Human Rights Education	Lecturers , Presidential Staff Management
	04:00-05:00 PM	Team 1 and 5	Office of Vice President for Research, Extension and Training	Planning, Policy Development, Performance Evaluation, Management Review, Corrective Actions
	09:00-12:00 PM	Team 1	Office of Research and Development	Research Proposal Development, Implementation of Research, Research Patent Registration, Production, Lecturers, Publishing Services
October 04, 2017	01:00-04:00 PM	Team 5	Office of Extension and Training	Project/Proposal Development, Project Implementation, Monitoring and Evaluation, Project/ Program Completion
	04:00-05:00 PM	Team 2, 3, 4	Office of Vice President for Academic Affairs	Planning, Policy Development, Curriculum Development, Performance Evaluation, Feedback Management, Management Review, Corrective Actions, Syllabus and Instructional Materials Development, Conferment of Degree, Classroom Instructions,
	09:00-12:00 PM	Team 4 (except L. Zapanta)	Office of Student Affairs and Services	Student Support Services
	01:00-04:00 PM	Team 2	Library and Information System	Student Support Services
October 05,	01:00-04:00 PM	Team 3	Office of University Registrar	Conferment of Degree, Student Admission and Job Placement, Registration and Enrolment,
	08:00-12:00 PM	Team 1 (except M. Cabreta)	HRDMO	Human Resources Management

Team 1

Jan Carlo G. Salaveria
IQA Team Head
Members:
Maribeth D. Cabreta
Ralph H. Escartin

Team 2

Leonardo A. Agoyan
Team Leader
Members:
Jannet M. Robles
Mel Aliraine J. Valerio

Team 3

Rubilita C. Diaz
Team Leader
Members:
Evangeline B. Pomer
Maricris O. Garcia

Team 4

Consuelo G. Cruz
Team Leader
Members:
Desiree M. Gruela
Lorena G. Zapanta

Team 5

Rochelle G. Tiongon
Team Leader
Members:
Joycel A. De Leon
Ma. Estima B. Bernal

Team 6

Conchitina B. Vinzon
Team Leader
Members:
Billy Ray A. Marcelo
Jared D. Salazar

2017	08:00-12:00 PM	Team 5	Office of Central Records	Records Management
	08:00-12:00 PM	Team 6	Office of Procurement	Procurement, Repair and Maintenance Services
	01:00-05:00 PM	Team 6	Office of Supply and Property	Supply, Repair and Maintenance Services
	01:00-05:00 PM	Team 5	Office of Physical Plant and Engineering Services- General Services	Physical Plant and Engineering Services, Repair and Maintenance Services
	01:00-05:00 PM	Team 1	Office of Physical Plant and Engineering Services- Motorpool & Engineering Services	Physical Plant and Engineering Services, Repair and Maintenance Services
October 06, 2017	01:00-03:00 PM	All Teams	Office of Vice President for Administration and Finance	Planning, Policy Development, Performance Evaluation, Management Review, Corrective Actions
	09:00-12:00 PM	Team 2	Office of Physical Plant and Engineering Services- Construction Services	Physical Plant and Engineering Services, Repair and Maintenance Services
	09:00-12:00 PM	Team 3	Office of Production and Business Enterprise	Income Generating Projects Management
October 09, 2017	09:00-12:00 PM	Team 1	NSTP	
	09:00-12:00 PM	Team 2	Office of Campus Director-Main	Planning, Performance Evaluation, Feedback Management, Management Review, Corrective Actions
	09:00-12:00 PM	Team 3	College of Engineering and Architecture	Syllabus and Instructional Materials Development, Conferment of Degree, Classroom Instructions,
	09:00-12:00 PM	Team 4	College of Technology	Syllabus and Instructional Materials Development, Conferment of Degree, Classroom Instructions,
	09:00-12:00 PM	Team 5	College of Information and Communication Technology	Syllabus and Instructional Materials Development, Conferment of Degree, Classroom Instructions,
	09:00-12:00 PM	Team 6	Graduate School	Syllabus and Instructional Materials Development, Conferment of Degree, Classroom Instructions,
	01:00 - 04:00 PM	Team 6	Office of Operations, Planning and Development/ Management Information System	Planning, Policy Development, Performance Evaluation, Management Review, Presidential Staff Management
	01:00-04:00 PM	Team 1	College of Nursing and Midwifery	Syllabus and Instructional Materials Development, Conferment of Degree, Classroom Instructions,
	01:00-04:00 PM	Team 2	Department of Arts and Sciences	Syllabus and Instructional Materials Development, Conferment of Degree, Classroom Instructions,
October 10,	09:00-12:00 PM	Team 2	Office of Campus Library- Main	Student Support Services, Student Admission and Job Placement

Team 1

Jan Carlo G. Salaveria
IQA Team Head
Members:
Maribeth D. Cabreta
Ralph H. Escartin

Team 2

Leonardo A. Agoyay
Team Leader
Members:
Jannet M. Robles
Mei Aljoraine J. Valerio

Team 3

Rubilita C. Diaz
Team Leader
Members:
Evangeline B. Pomer
Maricris Q. Garcia

Team 4

Consuelo G. Cruz
Team Leader
Members:
Desiree M. Gruela
Lorena G. Zapanta

Team 5

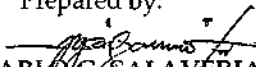
Rochelle G. Tiongson
Team Leader
Members:
Joycel A. De Leon
Ma. Fatima B. Bacala

Team 6

Conchitina B. Vinzon
Team Leader
Members:
Billy Ray A. Marcelo
Isabel D. Salanes

2017	09:00-12:00 PM	Team 5	Office of Physical Plant and Engineering Services - Main	Physical Plant and Engineering Services, Repair and Maintenance Services
	01:00-04:00 PM	Team 3	Office of the Registrar- Main	Conferment of Degree, Student Admission and Job Placement, Registration and Enrolment,
	01:00-04:00 PM	Team 1	Office of Research, Extension and Training- Main	Research Proposal Development, Implementation of Research, Research Patent Registration, Production, Lecturers, Publishing Services
October 11, 2017	09:00-12:00 PM	Team 4	Office of Student Affairs and Services Main	Student Support Services
	09:00-12:00 PM	Team 6	Office of Administrative Services-Main	Performance Evaluation, Legal Services, Lecturers, Human Resources Management
	01:00-04:00 PM	Team 4	Office of Finance and Management Services-Main	Financial Management
	01:00-04:00 PM	Team 3	Office of PBE Main	Income Generating Projects Management
October 12, 2017	09:00-10:00 AM	Team 4	Office of Finance and Management Services	Financial Management
	10:00-11:00 AM	Team 4	,Office of the Budget	Financial Management
	01:00-02:00 PM	Team 4	Office of Collection and Disbursement	Financial Management
	02:00-03:00 PM	Team 4	Office of Accounting	Financial Management

Prepared by:


JAN CARLO G. SALAVERIA
IQA Team Head / QMS Deputy

Noted by:


JESSELYN C. MORTEJO, Ed.D.
QMS Head

Team 1

Jan Carlo G. Salaveria
IQA Team Head
Members:
Maribeth D. Cabreta
Ralph H. Escartin

Team 2

Leonardo A. Agoyao
Team Leader
Members:
Jannet M. Robles
Mei Aljorsaine J. Valerio

Team 3

Rubilita C. Diaz
Team Leader
Members:
Evangeline B. Pomer
Maricris Q. Garcia

Team 4

Consuelo G. Cruz
Team Leader
Members:
Desiree M. Gruela
Lorena G. Zapanta

Team 5

Rochelle G. Tiongson
Team Leader
Members:
Joycel A. De Leon
Ma. Fatima B. Bacala

Team 6

Conchitina B. Vinzon
Team Leader
Members:
Billy Ray A. Marcelo
Joyzel D. Salenga



BATAAN PENINSULA STATE UNIVERSITY

INTERNAL QUALITY AUDIT

Capitol Compound, Brgy. Tenejero
City of Balanga 2100 Bataan
PHILIPPINES

September 13, 2017

DR. JESSELYN C. MORTEJO
Head
BPSU Quality Management System

Dear Dr. Mortejo:

Greetings of Peace and Gratitude!

This is to respectfully submit to you the Pool of Auditors for the Internal Quality Audit (IQA) who successfully completed the training-workshop on "Auditing Quality Management System" given by the Development Academy of the Philippines held on August 17-21, 2017 at the Conference Room-2, BPSU- Main Campus. To wit:

Name of Auditor	Designation	Name of Auditor	Designation
1. Mr. Jan Carlo G. Salaveria	IQA Team Head	11. Mr. Billy Ray A. Marcelo	Audit Member
2. Mr. Leonardo A. Agoyaoy	Team Leader	12. Ms. Jannet M. Robles	Audit Member
3. Ms. Conchitina B. Vinzon	Team Leader	13. Ms. Joyzel A. De Leon	Audit Member
4. Ms. Rubilita C. Diaz	Team Leader	14. Ms. Ma. Fatima B. Bacala	Technical Assistant
5. Ms. Consuelo G. Cruz	Team Leader	15. Ms. Evangeline B. Pomer	Technical Assistant
6. Ms. Rochelle G. Tiongson	Team Leader	16. Ms. Joycel D. Salenga	Technical Assistant
7. Mr. Ralph H. Escartin	Audit Member	17. Ms. Mei Aljorainne J. Valerio	Technical Assistant
8. Ms. Maribeth D. Cabreta	Audit Member	18. Ms. Lorena G. Zapanta	Technical Assistant
9. Ms. Desiree M. Gruela	Audit Member	19. Engr. Christopher C. Maglaque	Tech. Assistant of Reserved Auditor
10. Ms. Maricris Q. Garcia	Audit Member	20. Dr. Jesselyn C. Mortejo	Reserved Auditor

Their duties and responsibilities includes:

IQA Team Head

The Team Head of the Internal Quality Audit (IQA) has the following general responsibilities:

- ensures the conduct of a timely and effective internal audit;
- presides over briefings, meetings and conferences of the Internal Quality Audit (IQA) Team;
- serves as the head in all matters related to the preparation, implementation and monitoring of Internal Quality Audit like overseeing and approving the preparation of annual audit plan, itinerary and audit summary, reporting to and submitting to the Top Management of the final audit results, approval of RFA resulting from the audit; monitoring of RFA status issued as a result of audit; identify audit team assignments, conflict resolution or endorsement, as appropriate; evaluation of auditors; oversees the improvement of auditor competencies, in coordination with the HRD;

Team Leader

The IQA Team is subdivided into smaller teams which shall be headed by the team leader. Their responsibilities include:

- cooperate and actively participate in all meetings and discussions called by the team

Our Vision

A leading university in the Philippines recognized for its proactive contribution to Sustainable Development through equitable and inclusive programs and services by 2030

Our Mission

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BATAAN PENINSULA STATE UNIVERSITY

INTERNAL QUALITY AUDIT

Capitol Compound, Brgy. Tenejero
City of Balanga 2100 Bataan
PHILIPPINES

leader/ IQA Team Head in all matters of audit;

- ensure that auditors selected are not assigned to their respective processes;
- supervise the preparation of the audit plan of their respective audit members, preparation of itinerary of the team and finalize the audit findings and submit to IQA Team Head;
- lead, supervise and monitor the implementation of the audit plan;
- conduct the opening meeting to discuss audit objectives, scope, method, duration and requirements to the process owners and staff (auditees);
- preparation and issuance of RFA;
- discuss findings during the closing meeting to the process owners and staff (auditees);
- resolve problems with auditees (if there are any), and;
- perform audit- related tasks as may be required by the IQA Team Head from time to time

Auditors

Their responsibilities include:

- cooperate and actively participate in all meetings and discussions called by the team leader/ IQA Team Head in all matters of audit;
- prepare the handouts, forms and other documents related to IQA;
- document and collate data to be gathered with the auditees and verify accuracy of collected information;
- maintain security and confidentiality of records related to IQA;
- supply information on template for NC's and OFI's;
- prepare audit checklist, audit findings and audit report; and
- perform audit-related tasks as may be required by the IQA Team Head/ or Team Leader from time to time;

Technical Assistant


Their responsibilities include:

- cooperate and actively participate in all meetings and discussions called by the team leader/ IQA Team Head in all matters of audit;
- assist in the preparation of all audit-related documents and reports;
- act as an observer during the conduct of internal audit
- perform other audit-related tasks as may be required by the IQA Team Head/ or Team Leader from time to time;

In this view, may I request that the abovementioned Pool of Auditors for the Internal Quality Audit (IQA) be designated via university order and a university memorandum be released to this effect.

Anticipating your positive response regarding this matter. Thank you very much and may God bless our university.

Very truly yours,


JAN CARLO G. SALAVERIA
IQA Team Head/ QMS Deputy

1/25/2017 (11:37 AM)

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SCHEDULE OF INTERNAL QUALITY AUDIT
October 02-12, 2017

Date	Time	Assigned Team/s	Service / Office	FOR SUBMISSION					
				Audit Plan	Pre Audit Checklist	Attendance Sheet	Post Audit Checklist	Audit Report	REA
October 02, 2017	09:00 AM-11:00 AM	Team 1/	Office of the University President Office of the University Secretary and of the Board of Regents						
	01:00-03:00 PM	Team 5	Office of Quality Assurance						
	11:00- 12:00 PM	Team 6	Office of Public Affairs						
	02:00-04:00 PM	Team 2	Office of Security and RRMS						
	11:00-12:00 PM	Team 3	Office of Arts and Culture						
	02:00-04:00 PM	Team 3	Office of Sports and Physical Development						
October 03, 2017	01:00-02:00 PM	Team 4	Office of Gender and Development Focal Point System/ Center for Human Rights Education						
	04:00-05:00 PM	Team 1 and 5	Office of Vice President for Research, Extension and Training						
	09:00-12:00 PM	Team 1 ✓	Office of Research and Development						
October 04, 2017	01:00-04:00 PM	Team 5	Office of Extension and Training						
	04:00-05:00 PM	Team 2, 3, 4	Office of Vice President for Academic Affairs						
	09:00-12:00 PM	Team 4 (except L. Zapanta)	Office of Student Affairs and Services						
	01:00-04:00 PM	Team 2	Library and Information System						
October 05, 2017	01:00-04:00 PM	Team 3	Office of University Registrar						
	08:00-12:00 PM	Team 1 (except M. Cabreta)	HRDMO						
	08:00-12:00 PM	Team 5	Office of Central Records						
	08:00-12:00 PM	Team 6	Office of Procurement						

Team 1

Jan Carlo G. Salaveria
IQA Team Head
Members:
Maribeth D. Cabreta
Ralph H. Escartin

Team 2

Leonardo A. Agoyaoy
Team Leader
Members:
Jannet R. Robles
Mel Aljoraine J. Valerio

Team 3

Rubilita C. Diaz
Team Leader
Members:
✱ Evangeline B. Pomer
Maricris Q. Garcia

Team 4

Consuelo G. Cruz
Team Leader
Members:
Desiree M. Gruela
Lorena G. Zapanta

Team 5

Rochelle G. Tiongson
Team Leader
Members:
Joyzel A. De Leon
Ma. Fatima B. Bacala

Team 6

Conchitina B. Vinzon
Team Leader
Members:
Billy Ray A. Marcelo
Joycel D. Salenga

QA Advisory
September 01, 2017

	FOR SUBMISSION								
	Time	Assigned Team/s	Service / Office	Audit Plan	Pre Audit Checklist	Attendance Sheet	Post Audit Checklist	Audit Report	RPA
	01:00-05:00 PM	Team 5	Office of Physical Plant and Engineering Services- General Services						
	01:00-05:00 PM x	Team 1	Office of Physical Plant and Engineering Services- Motorpool & Engineering Services						
October 06 2017	01:00-03:00 PM	All Teams	Office of Vice President for Administration and Finance						
	09:00-12:00 PM	Team 2	Office of Physical Plant and Engineering Services- Construction Services						
	09:00-12:00 PM	Team 3	Office of Production and Business Enterprise						
October 09 2017	09:00-12:00 PM	Team 1 ✓	NSTP						
	09:00-12:00 PM	Team 2	Office of Campus Director-Main						
	09:00-12:00 PM	Team 3	College of Engineering and Architecture						
	09:00-12:00 PM	Team 4	College of Technology						
	09:00-12:00 PM	Team 5	College of Information and Communication Technology						
	09:00-12:00 PM	Team 6	Graduate School						
	01:00-04:00 PM	Team 1 ✓	College of Nursing and Midwifery						
	01:00 - 04:00 PM	Team 4 ✓	Office of Operations, Planning and Development/ Management Information System						
	01:00-04:00 PM	Team 2	Department of Arts and Sciences						
October 10 2017	09:00-12:00 PM	Team 2	Office of Campus Library- Main						
	09:00-12:00 PM	Team 5	Office of Physical Plant and Engineering Services - Main						
	01:00-04:00 PM	Team 3	Office of the Registrar- Main						
	01:00-04:00 PM	Team 1 ✓	Office of Research, Extension and Training- Main						
FOR SUBMISSION									

Team 1

Jan Carlo G. Salaveria
IQA Team Head
Members:
Maribeth D. Cabreta
Ralph H. Escartin

Team 2

Leonardo A. Agoyao
Team Leader
Members:
Jannet R. Robles
Mei Aljoraine J. Valerio

Team 3

Rubilita C. Diaz
Team Leader
Members:
Evangeline B. Pomer
Maricris Q. Garcia

Team 4

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Desiree M. Gruela
Lorena G. Zapanta

Team 5

Rochelle G. Tiongson
Team Leader
Members:
Joyzel A. De Leon
Ma. Fatima B. Bacala

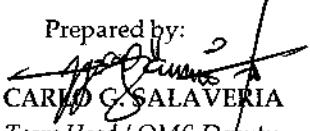
Team 6

Conchitina B. Vinzon
Team Leader
Members:
Billy Ray A. Marcelo
Joycel D. Salenga

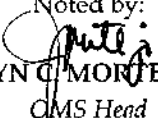
QA Advisory
September 01, 2017

	Time	Assigned Team/s	Service / Office	Audit Plan	Pre Audit Checklist	Attendance Sheet	Post Audit Checklist	Audit Report	RFA
October 11, 2017	09:00-12:00 PM	Team 4	Office of Student Affairs and Services Main						
	09:00-12:00 PM	Team 6	Office of Administrative Services Main						
	01:00-04:00 PM	Team 4	Office of Finance and Management Services Main						
	01:00-04:00 PM	Team 3	Office of PBE Main						
October 12, 2017	09:00-10:00 AM	Team 4	Office of Finance and Management Services						
	10:00-11:00 AM	Team 4	Office of the Budget						
	01:00-02:00 PM	Team 4	Office of Collection and Disbursement						
	02:00-03:00 PM	Team 4	Office of Accounting						

Prepared by:


JAN CARLO G. SALAVERIA
IQA Team Head / QMS Deputy

Noted by:


JESSELYN C. MORFEJO, Ed.D.
QMS Head

Team 1

Jan Carlo G. Salaveria
IQA Team Head
Members:
Maribeth D. Cabreta
Ralph H. Escartin

Team 2

Leonardo A. Agoyao
Team Leader
Members:
Jannet R. Robles
Mej Alioraine J. Valerio

Team 3

Rubilita C. Diaz
Team Leader
Members:
Evangeline B. Pomer
Maricris Q. Garcia

Team 4

Consuelo G. Cruz
Team Leader
Members:
Desiree M. Gruela
Lorena G. Zapanta

Team 5

Rochelle G. Tiongson
Team Leader
Members:
Joyzel A. De Leon
Ma. Fatima R. Bacala

Team 6

Conchitina B. Vinzon
Team Leader
Members:
Billy Ray A. Marcejo
Inocent D. Salasoa

ATTENDANCE SHEET—EMPLOYEES

- * All entries must be in UPPERCASE letters except for case sensitive details. * Use only BLACK/BLUE pen ink.
- * Corrections must be STRIKETHROUGH with red pen and countersigned. * Fill in DUPLICATE copy

ACTIVITY/EVENT	Internal Quality Audit	DATE	October 02, 2017		
PLACE	Office of the University President	Time (AM)	9:00 AM	Time (PM)	9/

[illegible]

ATTENDANCE SHEET—EMPLOYEES

- * All entries must be in UPPERCASE letters except for case sensitive details. * Use only BLACK/BLUE pen ink.
- * Corrections must be STRIKETHROUGH with red pen and countersigned. * Fill in DUPLICATE copy

[illegible]

ATTENDANCE SHEET – EMPLOYEES

- * All entries must be in UPPERCASE letters except for case sensitive details. * Use only BLACK/BLUE pen ink.
- * Corrections must be STRIKETHROUGH with red pen and countersigned. * Fill in DUPLICATE copy

ACTIVITY/EVENT	Internal Quality Audit	DATE	October 09, 2017		
PLACE	College of Nursing & Midwifery	Time (AM)	8:00	Time (PM)	5:00

[illegible]



NAME OF THE CAMPUS / CENTRAL CITY

Phone Number
Unit Website
Email Address

ISSUING OFFICE (Not applicable for Central Offices)

ATTENDANCE SHEET—A

- * All entries must be in **UPPERCASE** letters except for case sensitive details. * Use only **BLACK/BLUE** pen ink.
- * Corrections must be **STRIKETHROUGH** with red pen and countersigned. * Fill in **DUPLICATE** copy

NO.	NAME (Surname, Given Name, Middle Name)	SEX	POSITION/ DESIGNATION	CONTACT DETAILS (Phone Number/Email Address)	SIGNATURE
1.	Escartha, Ralph Hernandez	M	IDA member	0917 113 8539	[Signature]
2.	Cabreta, Maribeth D.	F	IDA Member	237-6180	[Signature]
3.	MARICEL P. TRINIDAD	F	OPD STAFF	237-6220	[Signature]
4.	Aira Jane Q. Muli	F	OPD staff	237-6220	[Signature]
5.	JALAUERA, JAN CARLO E	M	IDA Team Head R.O.I	0917 967 1497	[Signature]
6.	BALANDON, CIRLIE VILLAR	F	ISA I / MISSTAFF	237 6220	[Signature]
7.	RODIS, ANA MARGARITA	F	Private Secretary	237 6220	[Signature]
8.	JUSTINE MICHAEL L. DE GUZMAN	M	COMPUTER PROGRAMMER	633 9423	[Signature]
9.	PAMELA JOY CORTEZ	F	COMPUTER PROGRAMMER	237-6220	[Signature]
10.	Anthony William C. Batol	M	Computer programmer	237-6220	[Signature]
11.	JONATHAN G. SEREN	F	COMPUTER PROGRAMMER I	237-6220	[Signature]
12.	MARCIN S. SULIS	M	II	I	[Signature]
13.	Mark S. Laguarda	M	CMTI	237-6220	[Signature]
14.	PATRICK G. ABELIDO	M	CMTI	237-6220	[Signature]
15.	ERIC Y AMISHIRY	F	COMP. PROG.	237-6220	[Signature]

Page ____ of ____

Page ____ of ____

Our Vision

A leading university in the Philippines recognized for its proactive contribution to Sustainable Development through equitable and inclusive programs and services by 2030.

Our Mission

To develop competitive graduates and empowered community members by providing relevant, innovative and transformative knowledge, research, extension and production programs and services through progressive enhancement of its human resources capabilities and institutional mechanisms.

To develop competitive graduates and empowered community members by providing relevant, innovative and transformative knowledge, research, extension and production programs and services through progressive enhancement of its human resources capabilities and institutional mechanism.

ATTENDANCE SHEET--EMPLOYEES

- * All entries must be in UPPERCASE letters except for case sensitive details. * Use only BLACK/BLUE pen ink.
- * Corrections must be STRIKETHROUGH with red pen and countersigned. * Fill in DUPLICATE copy

ACTIVITY/EVENT	INTERNAL QUALITY AUDIT	DATE	OCTOBER 11, 2017		
PLACE	OFFICE OF THE PRODUCTION / BUSINESS ENV. CONTROL	Time (AM)	9AM	Time (PM)	

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Page ____ of ____

Our Vision

A leading university in the Philippines recognized for its proactive contribution to Sustainable Development through equitable and inclusive programs and services by 2030.

Our Mission

To develop competitive graduates and empowered community members by providing relevant, innovative and transformative knowledge, research, extension and production programs and services through progressive enhancement of its human resources capabilities and institutional mechanism.

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ACTIVITY/EVENT	Internal Quality Audit	DATE	October 2, 2017		
PLACE	Office of Sports and Physical Edu.	Time (AM)		Time (PM)	2:00 PM

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ATTENDANCE SHEET—EMPLOYEES

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ACTIVITY/EVENT	Internal Quality Audit	DATE	October 2, 2019	
PLACE	Office of Arts and Cultural Affairs	Time (AM)	11:00 AM	Time (PM)

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Page ____ of ____

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BATAAN PENINSULA STATE UNIVERSITY

QUALITY ASSURANCE OFFICE

Citizenship Review Panel

16319935024

Sigundhiyassurance@gmail.com

ATTENDANCE SHEET-EMPLOYEES

- * All entries must be in UPPERCASE letters except for case sensitive details. * Use only BLACK/BLUE pen ink.
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ACTIVITY/EVENT	INTERVIEW QUALITY AUDIT	DATE	16/12/17		
PLACE	BUDGET	Time (AM)	10:00 - 11:00	Time (PM)	

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To develop competitive graduates and empowered community members by providing relevant, innovative and transformative knowledge, research, extension and production programs and services through progressive enhancement of its human resources



BATAAN PENINSULA STATE UNIVERSITY

QUALITY ASSURANCE OFFICE

ESTABLISHED 2012

Phone Number: (047) 935-0045

Website: bpsu.edu.ph

ATTENDANCE SHEET – EMPLOYEES

* All entries must be in UPPERCASE letters except for case sensitive details.

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* Fill in DUPLICATE copy

ACTIVITY/EVENT	INTERNAL QUALITY AUDIT	DATE	October 10, 2017		
PLACE	Administrative Services	Time (AM)		Time (PM)	

NO.	NAME (Surname, Given Name, Middle Name)	SEX	POSITION/ DESIGNATION	CONTACT DETAILS (Phone Number/Email Address)	SIGNATURE
1.	PRETIMIND R. PAGULO JR	M	SAOOF	237-6180	
2.	Rosemarie S. Baluyut	F	AO II	09216142075	
3.	MARIBETH D. CABRERA	F	ADASN	237-6180	
4.	MC-Elizabeth A. Balmoyot	F	ADAM	237-6180	
5.	BILLY RAY A. MARCELO	M	DURSH	0914087844	
6.	VINZON, CONCHITINA BAUTISTA	F	ADAVI	091474894900	
7.	JOYCEL D. SALANGA	F	GA, STAFF	935-0045	
8.					
9.					
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Page ____ of ____

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ACTIVITY/EVENT	Internal Quality Audit	DATE	October 9, 2017		
PLACE	Graduate School	Time (AM)	9:00	Time (PM)	12:00

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BATAAN PENINSULA STATE UNIVERSITY

QUALITY ASSURANCE OFFICE

City of Dulang, Ilocos Norte, Philippines

463471 4350045

inequality@assurancejournal.com

ATTENDANCE SHEET—EMPLOYEES

- * All entries must be in UPPERCASE letters except for case sensitive details. * Use only BLACK/BLUE pen ink.
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ACTIVITY/EVENT	Internal Quality Audit	DATE	October 05, 2015		
PLACE	Procurement Office	Time (AM)	8:00	Time (PM)	12:00

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BATAAN PENINSULA STATE UNIVERSITY

INTERNAL QUALITY AUDIT

Capitol Compound, Brgy. Tenejero
City of Balanga 2100 Bataan
PHILIPPINES

Telefax: (6347) 217-3665
Fax: (6347) 935-0015
Website: www.bpsu.edu.ph
Email: bpsubalanga@gmail.com

September 13, 2017

DR. JESSELYN C. MORTEJO

Head

BPSU Quality Management System

Dear Dr. Mortejo:

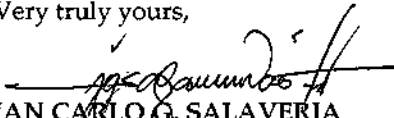
Greetings of Peace and Gratitude!

This is to respectfully submit to you the Internal Quality Audit (IQA) Programme for your critiquing before submission to the consultant of BPSU from the Development Academy of the Philippines (DAP) with regards to the ISO 9001:2015 certification for their final review.

Such Internal Quality Audit (IQA) Programme was presented during the IQA Team Meeting held on August 31, 2017.

Thank you very much and may God bless our university.

Very truly yours,


JAN CARLO Q. SALAVERIA
IQA Team Head/ QMS Deputy

jcs09/13/2017 (11:09 AM)

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INTERNAL QUALITY AUDIT PROGRAMME

Bataan Peninsula State University

City of Balanga 2100 Bataan Philippines

I. Objectives

To fulfill the requirements of ISO 9001:2015, the Internal Quality Audit (IQA) Programme is issued to provide relevant information needed in the conduct of an Internal Quality Audit. It aims to:

- determine the effectiveness of the quality management system;
- obtain and maintain ISO 9001:2015 certification

II. Process Owner

The Internal Quality Audit (IQA) headed by the team head will be the process owner of the IQA Programme and will take the lead in the conduct of the Internal Audit of the Quality Management System of the university, to be assisted by the competent Internal Quality Audit Pool of Experts.

III. Frequency

The Internal Audit shall be conducted to each of the processes at least once a year within the twelve (12) month period. However, the University may decide to direct the conduct of an IQA as instructed and approved by the members of the Administrative Council (ADCO), as it deems necessary, such as when there are operational issues and conflicts like increasing valid customer complaints, or request from customer and/other interested parties for specific process; and, request from process owner and/or audit team as approved by the Vice President of concerned office.

IV. QMS Processes

Process	Office/ Unit
MANAGEMENT	
Planning	Office of the University President
	Office of Operations, Planning and Development
	Office of Vice President for Academic Affairs
	Office of Vice President for Administration and Finance
	Office of Vice President for Research, Extension and Training
	Office of the Campus Director
Policy Development	Office of the University President
	Office of Operations, Planning and Development
	Office of Vice President for Academic Affairs
	Office of Vice President for Administration and Finance
	Office of Vice President for Research, Extension and Training
Curriculum Development	Office of Vice President for Academic Affairs
Performance Evaluation	Office of the University President
	Office of Operations, Planning and Development
	Office of Quality Assurance
	Office of Vice President for Research, Extension and Training
	Office of Vice President for Academic Affairs
	Office of Vice President for Administration and Finance

	Office of the Campus Director
Performance Evaluation	College of Engineering and Architecture
	College of Technology
	College of Information and Communications Technology
	College of Nursing and Midwifery
	Graduate School
	Department of Arts and Sciences
	Office of Administrative Services
Feedback Management	Office of Quality Assurance
	Office of Vice President for Academic Affairs
	Office of Vice President for Administration and Finance
	Office of Vice President for Research, Extension and Training
	Office of the Campus Director
Audit	Internal Quality Audit
Management Review	Office of the University President
	Office of Operations, Planning and Development
	Office of Vice President for Academic Affairs
	Office of Vice President for Administration and Finance
	Office of Vice President for Research, Extension and Training
	Office of Quality Assurance
	Office of the Campus Director
Corrective Actions	Office of the University President
	Office of Vice President for Academic Affairs
	Office of Vice President for Administration and Finance
	Office of Vice President for Research, Extension and Training
	Office of Quality Assurance
	Office of the Campus Director
CORE PROCESSES	
Curriculum Development	Office of Vice President for Academic Affairs
	College of Engineering and Architecture
	College of Technology
	College of Information and Communications Technology
	College of Nursing and Midwifery
	Graduate School
	Department of Arts and Sciences
Syllabus and Instructional Materials Development	Office of Vice President for Academic Affairs
	College of Engineering and Architecture
	College of Technology
	College of Information and Communications Technology
	College of Nursing and Midwifery
	Graduate School
	Department of Arts and Sciences
Conferment of Degree	Office of Vice President for Academic Affairs
	College of Engineering and Architecture
	College of Technology
	College of Information and Communications Technology
	College of Nursing and Midwifery
	Graduate School
	Office of the Registrar
Classroom Instructions	Department of Arts and Sciences
	Office of Vice President for Academic Affairs

	College of Engineering and Architecture
	College of Technology
	College of Information and Communications Technology
	College of Nursing and Midwifery
	Graduate School
Student Admission and Job Placement	Department of Arts and Sciences
	Office of Guidance and Admission
	Job Placement Office
	Library and Information Services
	Office of the Registrar
Registration and Enrolment	Office of the University Registrar
	Office of the Campus Registrar
Research Proposal Development	Office of the Research and Development
	Office of the Research Extension and Training
Implementation of Research	Office of the Research and Development
	Office of the Research Extension and Training
Research Patent Registration	Office of the Research and Development
	Office of the Research Extension and Training
Production	Office of the Research and Development
	Office of the Research Extension and Training
Project/Proposal Development	Office of the Extension Services
	Office of the Research Extension and Training
Project Implementation	Office of the Extension Services
	Office of the Research Extension and Training
Monitoring and Evaluation	Office of the Extension Services
	Office of the Research Extension and Training
Project/ Program Completion	Office of the Extension Services
	Office of the Research Extension and Training
SUPPORT PROCESS	
Student Support Services	Office of Scholarship Affairs
	Library and Information System
	Office of Guidance and Counseling
Human Resources Management	Office of Administrative Services
Physical Plant and Engineering Services	Office of Physical Plant and Engineering Services
Procurement	Office of Procurement Services
Supply	Office of Property and Supply Services
Records Management	Office of Central Records
Income Generating Projects Management	Office of Production and Business Enterprise
Financial Management	Office of Financial Management Services
	Office of Budget
	Office of Accounting
Presidential Staff Management	Office of Arts and Cultural Affairs
	Office of Sports and Physical Development
	Office of Quality Assurance
	Office of Operations, Planning and Development
	Office of Management Information System
	Office of Gender and Development Focal Person
	Office of Security and Risk Reduction Management Services
OUTSOURCED PROCESS	

Manpower Services	Office of Security Services Management
Lecturers	Office of Quality Assurance
	Office of Gender and Development Focal Person
	Office of Administrative Services
	Office of Guidance and Counseling
	Office of Research, Extension and Training
Publishing Services	Office of Public Affairs
	Publication
	Office of Office of Research, Extension and Training
Repair and Maintenance Services	Office of Physical Plant and Engineering Services
	Office of Procurement
	Office of Supply
Legal Services	Office of the University President
	Office of Administrative Services

V-Auditor Competencies

The University has designated an Internal Quality Audit Team composed of representatives from the various offices and units who have been trained in Internal Quality Audit by the Development Academy of the Philippines (DAP).

Qualifications of an Auditor Team Head

A permanent employee of the university may be designated as Internal Quality Auditor (IQA) Team Head, provided he/she meets the following requirements:

- Has a Bachelor's Degree;
- Has received at least twenty four (24) hours of training in IQA;
- Has received at least sixteen (16) hours of training in ISO 9001:2015 Quality Management System;

Qualifications of Pool of Auditors

An employee of the university regardless of the appointment status, may be designated as Internal Quality Auditor (IQA) provided that he/she rendered at least six (6) months of service and has meets the following requirements:

- Has a Bachelor's Degree;
- Has received at least twenty four (24) hours of training in IQA;
- Has received at least sixteen (16) hours of training in ISO 9001:2015 Quality Management System;

Maintenance of Auditor Pool of Experts

The following are the list of qualified auditors. To wit:

Name of Auditor	Designation
1. Mr. Jan Carlo G. Salaveria	IQA Team Head
2. Mr. Leonardo A. Agoyaoy	Team Leader
3. Ms. Conchitina B. Vinzon	Team Leader
4. Ms. Rubilita C. Diaz	Team Leader

5. Ms. Consuelo G. Cruz	Team Leader
6. Ms. Rochelle G. Tiongson	Team Leader
7. Mr. Ralph H. Escartin	Audit Member
8. Ms. Maribeth D. Cabreta	Audit Member
9. Ms. Desiree M. Gruela	Audit Member
10. Ms. Maricris Q. Garcia	Audit Member
11. Mr. Billy Ray A. Marcelo	Audit Member
12. Ms. Jannet M. Robles	Audit Member
13. Ms. Joyzel A. De Leon	Audit Member
14. Ms. Ma. Fatima B. Bacala	Technical Assistant
15. Ms. Evangeline B. Pomer	Technical Assistant
16. Ms. Joycel D. Salenga	Technical Assistant
17. Ms. Mei Aljoraine J. Valerio	Technical Assistant
18. Ms. Lorena G. Zapanta	Technical Assistant
19. Engr. Christopher C. Maglaque	Technical Assistant of Reserved Auditor
20. Dr. Jesselyn C. Mortejo	Reserved Auditor

Database of the abovementioned Internal Quality Auditors shall be collated and maintained by the Auditing Team Head and must be updated every semester.

Evaluation of Auditors

Auditors shall be subject to performance evaluation after the conduct of internal audit once a year in four stages:

- self-evaluation;
 - peer (*co-auditor*) evaluation;
 - customer evaluation (*auditee*); and
 - supervisor evaluation (*IQA Team Head*)
- This is to ensure high quality of auditors in the Audit Pool.

Continual Enhancement of Competence (*in the next three years*)

There shall be a continual enhancement of the auditor's competency through various capacity building activities such as refresher courses on IQA and QMS, formal trainings, calibration workshops, coaching and mentoring, participation in the conduct of audits as OJT or observer, understudy, conduct of benchmarking, immersion, attendance in lead auditors course, national and international conferences on QMS and IQA.

VI. Methods, Processes and Tools

The conduct of the internal audit shall be guided by the following methods, processes and tools:

A. Use of Audit Checklist

- Prior to the actual conduct of audit, the auditors should have prepared the audit checklist which should have reviewed by the IQA Team Leader and should be approved by the IQA Team Head. Audit checklist will serves as the auditor's guide during the conduct of the actual audit which provides structure and continuity to an audit and can ensure the audit scope is being followed.

B. Opening and Closing Meeting

- This is the method of communication with the auditees the purpose and other important information about the conduct of the audit and the results and findings of the audit. Opening meeting is done prior to the conduct of the audit while the closing is done at the end of the audit.

C. Interview

- It is a technique in gathering audit evidence. It may be conducted through a panel or one-on-one conversation.

D. Verification

- Verification of audit findings with the auditees shall be done as scheduled in the audit plan.

E. Planned Audit

- Planned audit with the auditees shall be done as scheduled in the audit plan. Notification to the auditees shall be sent one month before the actual conduct of audit.

F. Spot/ Unplanned Audit

- Spot and unplanned audit can be conducted as it is deemed necessary. Audit checklist is to be prepared by the auditor/s and issuance of corresponding memorandum shall be released to that effect.

G. Audit Reporting

- It is a process of summarizing audit findings by preparing written reports including Non-Conformities (NC's) and Opportunity for Improvements (OFI).

VII. Roles and Responsibilities

IQA Team Head

The Team Head of the Internal Quality Audit (IQA) has the following general responsibilities:

- ensures the conduct of a timely and effective internal audit;
- presides over briefings, meetings and conferences of the Internal Quality Audit (IQA) Team;
- serves as the head in all matters related to the preparation, implementation and monitoring of Internal Quality Audit like overseeing and approving the preparation of annual audit plan, itinerary and audit summary, reporting to and submitting to the Top Management of the final audit results, approval of RFA resulting from the audit; monitoring of RFA status issued as a result of audit; identify audit team assignments, conflict resolution or endorsement, as appropriate; evaluation of auditors; oversees the improvement of auditor competencies, in coordination with the HRD;

Team Leader

The IQA Team is subdivided into smaller teams which shall be headed by the team leader. Their responsibilities include:

- cooperate and actively participate in all meetings and discussions called by the team leader/ IQA Team Head in all matters of audit;
- ensure that auditors selected are not assigned to their respective processes;
- supervise the preparation of the audit plan of their respective audit members, preparation of itinerary of the team and finalize the audit findings and submit to IQA Team Head;
- lead, supervise and monitor the implementation of the audit plan;
- conduct the opening meeting to discuss audit objectives, scope, method, duration and requirements to the process owners and staff (*auditees*);
- preparation and issuance of RFA;
- discuss findings during the closing meeting to the process owners and staff (*auditees*);
- resolve problems with auditees (if there are any), and;
- perform audit-related tasks as may be required by the IQA Team Head from time to time

Auditors

Their responsibilities include:

- cooperate and actively participate in all meetings and discussions called by the team leader/ IQA Team Head in all matters of audit;
- prepare the handouts, forms and other documents related to IQA;
- document and collate data to be gathered with the auditees and verify accuracy of collected information;
- maintain security and confidentiality of records related to IQA;
- supply information on template for NC's and OFI's;
- prepare audit checklist, audit findings and audit report; and
- perform audit-related tasks as may be required by the IQA Team Head/ or Team Leader from time to time;

Technical Assistant

Their responsibilities include:

- cooperate and actively participate in all meetings and discussions called by the team leader/ IQA Team Head in all matters of audit;
- assist in the preparation of all audit-related documents and reports;
- act as an observer during the conduct of internal audit
- perform other audit-related tasks as may be required by the IQA Team Head/ or Team Leader from time to time;

Auditees/ Process Owner and Office/ Service/ Unit Head

Their responsibilities include:

- provide information or evidence being asked by auditors, timely and objectively;
- cooperate with auditors during interview;

- provide response to the issued RFA; and;
- prepare a Corrective Action Plan based on the audit report;

VIII. Audit Planning

Internal Quality Audits are either planned or spot/unplanned. Planned audits are audits conducted with an approved plan by the IQA Team Head. The itinerary will be communicated to the concerned auditees via memorandum one month before the scheduled date of internal audit. Spot or unplanned audits are audits conducted with an approved plan by the IQA Team Head where the itinerary is not specified and not communicated to the auditee.

Regardless of the type, all audits must be adequately planned using planning tools, but not limited to the following:

- Documents Review
- Process Transformation Tool
- Audit Checklist
- Audit Plan/ Itinerary

The IQA Team Head shall call for planning meetings or sessions involving the members of the IQA Team to start at least two months before the scheduled audit. The IQA Team shall determine assignment of audit areas and prepare the Audit Check List, Process Transformation tool, Audit Plan/Itinerary and other preparations. It shall ensure that auditors will not be assigned to audit their own process/ work.

Auditees shall be officially notified at least one (1) month prior to the conduct of the planned IQA. The directive shall be issued by the concerned VP and shall indicate the audit itinerary.

Concerned auditee/auditor will be informed of any changes in scheduled audit via memorandum.

To have a wider understanding and appreciation with the audit area, a Documents Review shall be conducted. Assigned auditor(s) should request necessary documents from the auditee in advance.

The Audit Team shall prepare audit checklists and process transformation tools at least three (3) weeks prior to the conduct of audit.

The Audit Plan/Itinerary should be approved by the IQA Team Head at least a month before the actual conduct of the audit. It shall include the following:

- audit objectives
- scope of audit
- schedule and venue of audit
- expected time and duration of audit activities (meetings, inspections, etc.)
- identification of units and processes to be audited
- selection of audit team members
- identification of their roles and responsibilities
- logistic arrangements
- confidentiality requirements
- any follow-up actions
- expected issuance/release of audit reports

IX. Guidelines during the Audit

Auditors

Auditors shall bear in mind the following:

- The auditor should be professional at all times, avoid being judgmental, be fair and objective and follow audit procedures and other required procedures.
- The Audit should be properly opened with a meeting with the auditees to clarify why the audit is being conducted, level of expectations, discuss the audit plan and answer questions. The Audit Team Leader shall preside the opening meeting.
- Auditors should ensure that they cover all the necessary processes being audited by using tools such as Audit Checklist, Process Transformation and others.
- During the interview, Auditors should frame their questions to the level of understanding of their auditees. The use of open-ended questions and follow-up questions to further clarify concerns is appropriate.
- Auditors should ensure thorough documentation of responses as well as observations by checking facts and making notes. *(use of voice recorder is allowed provided there is permission from the auditee);*
- At the end of the interview, auditors should present a summary of their discussions with the auditees during the closing meeting;
- Auditors should never offer or recommend any action(s). When pressed for an advice by the auditee, auditors can phrase such advice in a question that enables the auditee to identify the appropriate action(s);
- Auditors should also prepare different risks or reactions of the auditee, like hesitancy of the auditee to be subjected to audit, refusal to subject their records to an audit, or questioning the authority of the auditors, and the likes. In the event of a strong resistance or situation that prevents the auditors to gather information and achieve the objectives, the Audit Team Leader may call off the activity and make the necessary documentation of the events that transpired to be submitted to the IQA Team Head
- After the interviews, auditors should immediately draft their report on the findings, observations and conclusions;
- The audit shall be properly closed with a report on Non-conformities (NCs) and opportunities for improvement (OFIs) as well as best practices to be presented to the auditees. During the closing meeting, the auditors should strive to seek agreement of the auditee on the findings. If there are areas of disagreement, this should be documented and included in the revised report.
- Furthermore, the auditees shall be informed that they will be issued Request for Action (RFA) on their Non-conformities and Opportunities for Improvements, which should be acted upon in accordance with time schedules set in the guidelines on Corrective Actions.

Auditees

During the actual audit, the auditees shall bear in mind the following:

- Auditees should respond to audit questions;
- Auditees should acknowledge the audit findings;
- In case of any feedbacks and complaint, auditees should inform the IQA Team Head

X. Reporting

A. Audit Reporting consists of the following:

- **Reporting to the auditee** – At the end of the audit, team members shall meet to discuss the findings, observations and data gathered during the audit. The draft report on findings shall be presented for validation and acceptance by the auditee at the closing meeting. It is an opportunity to clarify the issues and revisions on the report, if necessary.
- **Reporting to the IQA Team Head** – Team Leaders shall finalize their respective reports to be consolidated at a meeting to be called by the IQA Team Head. The final Report shall be completed within five (5) working days after the audit.
- **Reporting to the Top Management** – The Final Audit Report shall be presented at the Management Review as scheduled by the IQA Team Head.

B. The Final Audit Report shall be submitted to the IQA Team Head for endorsement to the members of the Administrative Council (ADCO) for the Management Review. It should contain the following information:

- Audit Objectives and Scope of Audit;
- Findings and observations including information about Nonconformities (NCs) as well as Opportunities for Improvement (OFIs);
- Good practices;
- Any unresolved issues during the closing meeting

C. Issuance of Request for Action on Non-Conformities (NCs) and Opportunities For Improvement (OFIs)

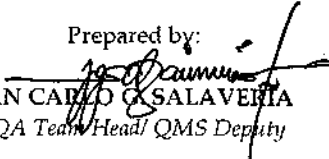
- Upon completion of the Final Audit Report, the Team Leader shall issue an approved Request for Action (RFA) by the IQA Team Head to concerned process owners on findings on NCs and OFIs;
- RFAs emanating from the audit shall be submitted to the IQA Team Head for monitoring and evaluation of the corrections and corrective action plans.

XI. Performance Metrics

To ensure that auditors will also be audited and evaluated, a performance metrics shall be developed by the IQA Team Head that will include measures on Quality, Effectiveness and Timeliness. To wit:

- 80% of office/unit will be audited against audit itinerary;
- 100% of issued Request for Action (RFA) are accepted by the process owner;
- zero (0) valid complaints against any of the auditor

Prepared by:


JAN CARLO Q. SALAVERIA
IQA Team Head/ QMS Deputy