

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*



OUALITY ASSURANCE OFFICE

Balanga City 2100 Bataan

Ph ne Number, 047 93 004
Email Addre .

QUAO.COR.2017.0005.JCM

October 27, 2017

GREGORIO J. RODIS

University President

Subject: BPSU 1^{st} 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!



JESSELY MORFEJO, Ed.D. Head, Otality Assurance Office

RECEIVED

REFERENCE NO.

11-2-12

Y: 11-2-12

TO AN ECCURE A STATE MIVERSITY

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.



City of Balange 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
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.

GREGORIO J. RODIS, Ph.D.
University President

ref#:12-xxxxx/leb





SCHEDULE OF INTERNAL QUALITY AUDIT

October 02-12, 2017

Date	Time	Assigned Team/s	Service 7.Office	Process		
	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, Managemen 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,		
October 02.	11:00- 12:00 PM	Team 6	Office of Public Affairs	Publishing Services		
2017	02:00-04:00 PM	Team 2	Office of Security and RRMS	Manpower Services, Presidential Staff Management		
2017	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		
	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, Managemer Review, Corrective Actions		
October 03, 2017	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		
	01:00-04:00 PM	Team 5	Office of Extension and Training	Project/Proposal Development, Project Implementation, Monitoring at 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, Performa Evaluation, Feedback Management, Management Review, Correcti Actions, Syllabus and Instructional Materials Development, Confern of Degree, Classroom Instructions,		
October 04, 2017	09:00-12:00 PM	Team 4 (except Ł. Zapanta)	Office of Student Affairs and Services	Student Support Services		
ſ	01:00-04:00 PM	Team 2	Library and Information System	Student Support Services		
	01:00-04:00 PM	Team 3	Office of University Registrar	Conferment of Degree, Student Admission and Job Placement, Registration and Enrolment,		
October 05,	08:00-12:00 PM	Team 1 (except M. Cabreta)	HRDMO	Human Resources Management		
<u>Team 1</u>		Team 2	Team 3	eam 4 Team 5 Team 6		

Team 1
Jan Carlo G. Salaveria
IQA Yearn Head
Members:
Maribeth D. Cabreta
Ralph H. Escartin

Team 2
Leonardo A. Agoyaoy
Team Leader
Members:
Jannet M. Robles
Mei Alioraine J. Valerio

Team 3
Rubilita C. Díaz
Team Leader
Members:
Evangeline B. Pomer
Marieris O. Gareia

Team 4
Consuelo G. Cruz
Team Leader
Members:
Desiree M. Gruela

Lamana G. Zananta

Rochelle G. Tiongson
Team Leader
Members:
Joycel A. De Leon

Ada Estima D Danis

Team 6
Conchitina B. Vinzon
Team Leader
Members:
Billy Ray A. Marcelo

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
	01:00-03:00 PM	All Teams	Office of Vice President for Administration and Finance	Planning, Policy Development, Performance Evaluation, Management Review, Corrective Actions
October 06, 2017	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
	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,
October 09,	09:00-12:00 PM	Team 5	College of Information and Communication Technology	Syllabus and Instructional Materials Development, Conferment of Degree, Classroom Instructions,
2017	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

<u>Team 1</u>
Jan Carlo G. Salaveria *IQA Team Head Members:*Maribeth D. Cabreta
Ralph H. Escartin

Team 2
Leonardo A. Agoyaoy
Team Leoder
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

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
	09:00-12:00 PM	Team 4	Office of Student Affairs and Services Main	Student Support Services
October 11,	09:00-12:00 PM Team 6		Office of Administrative Services-Main	Performance Evaluation, Legal Services, Lecturers, Human Resources Management
2017	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
O shalass 12	09:00-10:00 AM	Team 4	Office of Finance and Management Services	Financial Management
October 12,	10:00-11:00 AM	Team 4	Office of the Budget	Financial Management
2017	01:00-02:00 PM	Team 4	Office of Collection and Disbursement	Financial Management
ſ	02:00-03:00 PM	Team 4	Office of Accounting	Financial Management

Prepared by:

JAN CARIO G SALAYERIA

IQA Team Head / QMS Deputy

Noted by:

JESSELYN C. MORTEJO, Ed.D.

QNIS Head

<u>Team 1</u>
Jan Carlo G. Salaveria
IQA Team Head
Members:
Maribeth D. Cabreta
Ralph H. Escartin

<u>feam 2</u> Leonardo A. Agoyaoy *Teo*m Leader *Members:* Jannet M. Robles Mei Aljoraine J. Valerio Team 3 Rubilita C. Diaz Team Leader Members: Evangeline B. Pomer

Maricris Q. Garcia

De

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

Team 4

Team 5
Rochelle G. Tiongson
Team Leader
Members:

Joycel A. De Leon

Ma. Fatima B. Bacala

Team 6
Conchitina B. Vinzon
Team Leader
Members:
Bifly Ray A. Marcelo
Joyzel D. Salenga



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
 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
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
 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



INTERNAL QUALITY AUDIT

Capitol Compound, Bryy. Tenejero City of Balanga 2100 Balaan 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 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. SALAVERI

IQA Team Head/ QMS Deputy

Jcgs09/13/2017 (11:37 AM)

Our Vision



SCHEDULE OF INTERNAL QUALITY AUDIT

October 02-12, 2017

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:Date \	Time	Assigned Team/s	Service/Office	Audit Plan I	Pre Audit Checklist	Attendance Sheet	Post Audil Checklist	Audit Report	RFA
	09:00 AM-11:00 AM	Team 1/	Office of the University President Office of the University Secretary and of the Board of Regents		· .		1 1 1		
	01:00-03:00 PM	Team 5	Office of Quality Assurance						
SP TANK	⇒ 11:00-12:00 PM	Team 6	Office of Public Affairs						
October 02/	02:00-04:00 PM	Team 2	Office of Security and RRMS		544 - 1 F				
2017	11:00-12:00 PM	Team 3	Office of Arts and Culture				2010 (1941)		
	02:00-04:00 PM	Team 3	Office of Sports and Physical Development	3					
	01:00-02:00 PM	Team 4	Office of Gender and Development Focal g Point System/ Center for Human Rights Education						
October 03	04:00-05:00 PM	Team 1 and 5	Office of Vice President for Research, Extension and Training		and the second s				
2017	09:00-12:00 PM	Team 1 🗸	Office of Research and Development				1.00	多數 (2015)	the contract of
	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					(0),28 (2),4	
October 04;	09:00-12:00 PM	Team 4 (except)	Office of Student Affairs and Services						
2017	01:00-04:00 PM	Team 2	Library and Information System	全数多数主题,并			被抗菌	1,12100	
	01:00-04:00 PM	Team 3	Office of University Registrar	TO MENT TO A TELE	(1) (1)		10.3%	的数数数	
	08:00-12:00 PM ↓	Team 1 (except M. Cabreta)	HRDMO		2		100 mg (100 mg) 100 mg (100 mg) 100 mg (100 mg)		W.
October 05	08:00-12:00 PM	Team 5	Office of Central Records						
	08:00-12:00 PM	Team 6	Office of Procurement		大学を表する	6 2 047		504.44	模型

<u>Team 1</u>
Jan Carlo G. Salaveria *IQA Yeam Head Members:*Maribeth D. Cabreta
Ralph H. Escartin

Team 2
Leonardo A. Agoyaoy
Team Leader
Members;
Jannet R. Robles
Mel Aljoraine J. Valerio

Rubilita C. Diaz
Team Leoder
Members:

K Evangeline B. Pomer
Marieris Q. Garcia

Consuelo G. Cruz Team Leader Members; Desiree M. Gruela Lorena G. Zapanta Rochelle G. Tiongson
Team Leader
Members:
Joyzel A. De Leon
Ma. Fatima B. Bacala

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

QA Advisory September 01, 2017

October 06.	01:00-05:00 PM 01:00-05:00 PM 01:00-03:00 PM 09:00-12:00 PM	Assigned, Team's Team 5 Team 1 All Teams	Office of Physical Plant and Engineering Services- General Services Office of Physical Plant and Engineering Services- Motorpool & Engineering Services	Audit Plan	Pre Audit Checklist	Attendance Sheet -	PRITOST Audit Checklist	Audit Report	RFA
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Representation of the Committee of the C	-	All Teams		i					
Programme Comp. Administration of the Comp.	09:00-12:00 PM		Office of Vice President for Administration and Finance						
		Team 2	Office of Physical Plant and Engineering Services Construction Services						de la la
	09:00-12:00 PM	Team 3	Office of Production and Business Enterprise			·	19		
	09:00-12:00 PM	Team 1 🗸	NSTP						·
	09:00-12:00 PM	Team 2	Office of Campus Director-Main		La STA Play				<u> </u>
	09:00-12:00 PM	Team 3	College of Engineering and Architecture	A 45 L 10 H					
	∞09:00-12:00 PM 🚬	Team 470	+ Collège of Technology 3	1,085 M / 10 M 12	N 22 24		1 4 1 1	20 3 44 5	10.00
October 09	09:00-12:00 PM	Team 5	College of Information and Communication Technology						
2017	09:00-12:00 PM	Team 6	Graduate School		SON Y			\$3°	
	01:00-04:00 PM	Team 1 🗸	College of Nursing and Midwifery					**	
	01:00 - 04:00 PM	Team/ji ₫ '/	Office of Operations, Planning and Development/ Management Information System						
	01:00-04:00 PM	Team 2	Department of Arts and Sciences	- 7					11.75
A College	09:00-12:00 PM	Team 2	Office of Campus Library-Main			AR LOST OF			
October 10	09:00-12:00 PM	Team 5	Office of Physical Plant and Engineering Services - Main						
\$ 2017	01:00-04:00 PM	Team 3	Office of the Registrar- Main		7 2 3				
	01:00-04:00 PM	Team 1 *	Office of Research, Extension and Training-Main						
775,445,000					Contribution Services and Color				

<u>Team 1</u>
Jan Carlo G. Salaveria
IQA Team Head
Members:
Maribeth D. Cabreta
Raloh H. Escartin

Team 2
Leonardo A. Agoyaoy
Team Leader
Members:
Jannet R. Robles
Mei Aljoraine J. Valerio

Rubilita C. Diaz Team Leader Members: Evangeline B. Pomer Maricris Q. Garcia Consuelo G. Cruz Team Leader Members: Desiree M. Gruela Lorena G. Zapanta Rochelle G. Tiongson Team Leader Members: Joyzel A. De Leon Ma. Fatima B. Bacala Team 6
Conchitina B. Vinzon
Teom Leader
Members:
Billy Ray A. Marcelo
Joycel D. Salenga

QA Advisory September 01, 2017

	Time	Assigned Team/s	Service / Office.	, Audit Plan 1	Pre Audit Checklist	Aftendance Post Sheet Se Checklist	Audit Report	RFA
		Teám 4	Office of Student Affairs and Services Main					
October 11	09:00-12:00 PM	Team 6	Office of Administrative Services-Main				10.00	10
2017	/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					
	:::09:00-10:00 AM	Team 4	Office of Finance and Management Services					
October 12	10:00-11:00 AM	Team 4			10 A	W. 12 C. T.		
Z U 1/	≨ 01:00-02:00 PM∜	Team 4	Office of Collection and Disbursement	500 C. C. L.	A SERVICE		1000	建筑等数
	- 02:00-03:00-PM	Team 4	Office of Accounting			g 300 k 50 kg 12 km 2 kg	1.6	

IQA Team Head / QMS Deputy

Team 1 Jan Carlo G. Salaveria IQA Team Head Members: Maribeth D. Cabreta Ralph H. Escartin

Team 7 Leonardo A. Agoyaoy Team Leader Members: Jannet R. Robles Mej Altoraine J. Valerio

Team 3 Rubilita C. Diaz Team Leader Members: Evangeline B. Pomer Maricris Q. Garcia

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

Team 4

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

Team 5

<u>Team 6</u> Conchitina B. Vinzon Team Leader Members: Billy Ray A. Marcelo lovcel D. Salenga



tolande assuranceologis

(6347) 9350 bysuqualityassurance@ymail.c

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

ACTI	VITY/EVENT Internal Quality	wdit	Ĺ	PATE October 01,5	10 । न
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NO.	NAME (Surname, Given Name, Middle Name)	SEX	POSITION/ DESIGNATION	CONTACT DETAILS (Phone Number/Email Address)	SIGNATURE
ŀ	Jalaveria, Jan Carlo 6.	М	IRA Team Head	0917 967 1497	- Maganot
2-	Escarha, Ralph Hernandez	ıΛ	IRA member	ta 17 113 8539	STANIN XX.
ું.	Cabreta, Maribeth D.	F	10A Member	0932-8501019	with
4.	Baluyot, Lirio Gruz	F	Exec. Asst. 11/ Univ. 9 Board Sec.	0915-5132665	ly-
5.	Gregorio J. Rodis Jasslyn C. Modis	И	Pundent	0717 5762564	1 d
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Our Vision



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(6347) 935(1045 bpsiiqualityassirance@gmail.com

ATTENDANCE SHEET-EMPLOYEES

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- * Fill in DUPLICATE copy

ACTI	VITY/EVENT laternal Quality A	wdit	1	DATE October	03, 2017
PLAC	E Office of Research	h om	d Development 17	Fime (AM) 9:00 Time	e (PM)
NO.	NAME (Surnanie, Given Name, Middle Name)	SEX	POSITION/ DESIGNATION	CONTACT DETAILS (Phone Number/Email Address)	SIGNATURE
1.	JANAUENIA, JAN CARLO 6.	M	R-D-1/ IRA Team	0917967 1497	- jgsegomit
1.	Escartin, Rulph Hernandez	W	IDA member	0917 13 8539	SOMME
હ	Cabreta, Maribeth D.	于	12A Klember	09328531019	hoop
4,	Amarona, John Kerby 7.	M	ROU STAFA	ठन5०७५१६५ इन	196
1	LDANG R. ROWAN	F	ROD STAFF	09166502165	
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<u> </u>	Our Vision	<u> </u>	Pageof	Out Mission	

Our Vision

Our Mission

A leading university in the Philippines recognized for its proactive contribution to Sustainable Development through equitable and inclusive programs and services by 2050.

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.



QUALITY ASSURANCE ORDIGE

hpsugnalityassurance@gmail.com

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- * Corrections must be STRIKETHROUGH with red pen and countersigned.
- Fill in DUPLICATE copy

ACTI	VITY/EVENT	Metur	nal	Quality	Avd	it	DATE October 0			09:20)17		
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ONARRAN SERIAM (CIRCOLARIA)

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

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10/10/17

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Our Vision

Our Mission

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

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



ACTIVITY/EVENT INTO-TO GUALTY

BATAAN PENINSULA STATE UNIVERSITY

QUALITY ASSURANCE OF SICE

P. Ja: Bosignati vassurance@gmail.com

10/12/19

ATTENDANCE SHEET-EMPLOYEES

- All entries must be in UPPERCASE letters except for case sensitive details.
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QUALITY ASSURANCE OFFICE:

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BATAAN PENINSULA STATE UNIVERSIT

Phone Number: (047) 935-00451 Website lipsu.cdu.ph

October 10, 2017

ATTENDANCE SHEET - EMPLOYEES

- All entries must be in UPPERCASE letters except for case sensitive details.
 - Corrections must be STRIKETHROUGH with red pen and countersigned.

INTERNAL QUALITY AUDIT

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Our Mission

To develop competitive graduates and empowered community members by providing relegant, 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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ATTENDANCE SHEET-EMPLOYEES

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ATTENDANCE SHEET—EMPLOYEES

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BATAAN PENINSULA STATE UNIVERSITY

ONARRA VERMINAMENTARIA

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BATAAN PENINSULA STATE UNIVERSITY

INTERNAL QUALITY AUDIT

Capitol Compound, Brgy. Tenejoro City of Balanga 2100 Balaan 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 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,

- Age Danumbe

IQA Team Head/ QMS Deputy

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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. Frequenc

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. OMS Processes

Process	Office/ Unit
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	Office of the University President
	Office of Operations, Planning and Development
Planning	Office of Vice President for Academic Affairs
Planning	Office of Vice President for Administration and Finance
	Office of Vice President for Research, Extension and Training
	Office of the Campus Director
	Office of the University President
	Office of Operations, Planning and Development
Policy 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
	Office of the University President
	Office of Operations, Planning and Development
Performance Evaluation	Office of Quality Assurance
1 error manice Evandation	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
	College of Engineering and Architecture
	Coilege of Technology
	College of Information and Communications Technology
Performance Evaluation	College of Nursing and Midwifery
	Graduate School
	Department of Arts and Sciences
	Office of Administrative Services
	Office of Quality Assurance
	Office of Vice President for Academic Affairs
Feedback Management	Office of Vice President for Administration and Finance
recubick Management	Office of Vice President for Research, Extension and Training
	Office of the Campus Director
Audit	Internal Quality Audit
Audit	·
	Office of the University President
	Office of Operations, Planning and Development
. n	Office of Vice President for Academic Affairs
Management Review	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
	Office of the University President
	Office of Vice President for Academic Affairs
Corrective Actions	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
	Office of Vice President for Academic Affairs
	College of Engineering and Architecture
	College of Technology
Curriculum Development	College of Information and Communications Technology
-	College of Nursing and Midwifery
	Graduate School
	Department of Arts and Sciences
	Office of Vice President for Academic Affairs
	College of Engineering and Architecture
	College of Technology
Syllabus and Instructional	College of Information and Communications Technology
Materials Development	College of Nursing and Midwifery
	Graduate School
	Department of Arts and Sciences
	Office of Vice President for Academic Affairs
	College of Engineering and Architecture
	College of Technology
Conferment of Degree	College of Information and Communications Technology
J	College of Nursing and Midwifery
	Graduate School
	Office of the Registrar
<u> </u>	Department of Arts and Sciences
Classroom Instructions	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
	Office of Guidance and Admission
Student Admission and Job	Job Placement Office
Placement	Library and Information Services
	Office of the Registrar
Registration and Enrolment	Office of the University Registrar
	Office of the Campus Registrar
Research Proposal	Office of the Research and Development
Development	Office of the Research Extension and Training
Implementation of Research	Office of the Research and Development
implementation of Research	Office of the Research Extension and Training
Bassauch Batant Basistastian	Office of the Research and Development
Research Patent Registration	Office of the Research Extension and Training
D. J. C.	Office of the Research and Development
Production	Office of the Research Extension and Training
	Office of the Extension Services
Project/Proposal Development	Office of the Research Extension and Training
	Office of the Extension Services
Project Implementation	Office of the Research Extension and Training
	Office of the Extension Services
Monitoring and Evaluation	Office of the Research Extension and Training
	Office of the Extension Services
Project/ Program Completion	Office of the Research Extension and Training
	SUPPORT PROCESS
	Office of Scholarship Affairs
Student Support Services	Library and Information System
Student Support Services	Office of Guidance and Counseling
Human Resources Management	Office of Administrative Services
	Office of Aditumstrative 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
	Office of Financial Management Services
Financial Management	Office of Budget
	Office of Accounting
	Office of Arts and Cultural Affairs
ļ	Office of Sports and Physical Development
	Office of Quality Assurance
Presidential Staff Management	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

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

V. Auditor Gompetencies

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:

Namejoj/Auditor & A. S. S. S. S. S. S. S. S. S. S. S. S. S.	Designation 200
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

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 auditec);
- 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

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

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