



Republic of the Philippines
Department of Education
Cordillera Administrative Region
DIVISION OF BAGUIO CITY
#82 Military Cut-off Road, Baguio



OFFICE MEMORANDUM

Minutes of ISO Stage 1 Audit on June 18-19, 2019

To : All SDO Proper Personnel




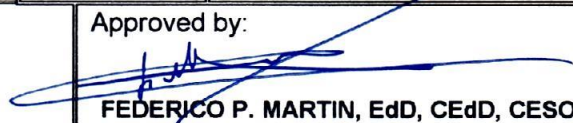
1. All SDO Personnel are informed of the minutes of the ISO-Stage 1 Audit held on June 18-19, 2019, at the Division Training Hall with the following details:

Subject: ISO-Stage 1 Audit
Date: June 18-19, 2019
Time: 9:00 AM -5:00 PM
Venues: Division Training Hall, Respective Units under Audit and Division Small Conference
Agenda:

- ISO certification stage 1 audit by the GEEV Certification (ACS United States-W3 Solutionz)

2. Enclosure No. 1 to this memorandum is the minutes of the ISO-Stage 1 Audit.
3. Immediate and wide dissemination of this memorandum is advised.

FEDERICO P. MARTIN, EdD, CEEd, CESO V
Schools Division Superintendent



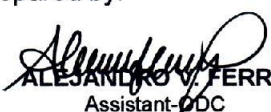
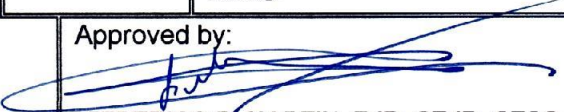
	Management Review		Document Code: SDO-GQF-009
	Minutes of the Meeting		Revision: 00
			Effectivity date: 06-11-2018
			Name of Office: MRC
Prepared by:  ALEJANDRO V. FERRY Assistant ODC	Recommended for approval: SORAYA T. FACULO, PhD OIC-Asst. Schools Division Superintendents Quality Management Representative	Approved by:  FEDERICO P. MARTIN, EdD, CEEd, CESO V Schools Division Superintendent	

DATE: **JULY 18-19, 2019**TIME: **9:00 AM -5:00 PM on both days**Attendance: **(See attachments 2-Orientation; 3-Audit Proper; 4-Closing)**

Agenda:

1. ISO Certification Stage 1 Audit by the GEEV Certification (ACS United States – W3 Certification Solutionz)
 - a. Objective: Management System conformity assessment under application of sampling with the purpose of initial certification – Stage 1

Auditor's Observations	Auditor's Suggestion
AUDIT PLAN (see attachment No. 1) STAGE 1 AUDIT RESULT (see attachment No. 5)	
<ul style="list-style-type: none"> • The SDO uses terminologies that somehow deviated from the standard definition of ISO 9001:2015. 	<ul style="list-style-type: none"> • Review the definitions of WIM, PM and Procedure according to the standard definition of ISO 9001:2015.
<ul style="list-style-type: none"> • 4.4 on Process flow-the interfacing between and within the process-The minimum requirement of 4.4 is the interaction and interfacing between and within your QMS. Inside the QMS are the processes as identified by the organization to be needed 	<ul style="list-style-type: none"> • Craft the Service Process Model Guide in making this: -what processes represent the QMS? -before QMS formulation, decide what are the necessary processes that will represent who we are and what we are... It must represent the QMS -this must provide an illustration on how all 200+ processes interface -it must show the input-output interaction
<ul style="list-style-type: none"> • The SDO has no official licensed copy of the ISO 9001:2015 Requirement 	<ul style="list-style-type: none"> • Procurement of ISO 9001:2015 Requirement
<ul style="list-style-type: none"> • Scope of the QMS must be written and available and can be maintained-it must be available during the Stage 2 Audit 	<ul style="list-style-type: none"> • Scope of the QMS to be written and available • There must be a document that proves its written existence-not merely memorized as required by clause 4.4.
<ul style="list-style-type: none"> • The Scope of QMS presented is the scope of application. 	<ul style="list-style-type: none"> • Revise the Scope of QMS • Craft an independent document printed, duly signed and available during the stage 2. • Scope will be sustained until stage 2 and will appear in the ISO certificate
<ul style="list-style-type: none"> • "shall" statements in the ISO Requirements means there should be a written evidence. 	<ul style="list-style-type: none"> • Review the standards
<ul style="list-style-type: none"> • Terms such as "function" must be defined 	<ul style="list-style-type: none"> • Provide a document that provides such definition
<ul style="list-style-type: none"> • SWOT analysis has no written standard process 	<ul style="list-style-type: none"> • Craft a process manual/any form of document

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 ALEJANDRO V. FERRY Assistant-DDC	SORAYA T. FACULO, PhD OIC-Asst. Schools Division Superintendents Quality Management Representative	 FEDERICO P. MARTIN, EdD, CEEd, CESO V Schools Division Superintendent	

Auditor's Observations	Auditor's Suggestion
<ul style="list-style-type: none"> It is not clear which comes first, is it the SWOT or the Risk and Opportunities 	<p>that is reflective of the process of conducting SWOT analysis. Note that there should be frequency on its conduct.</p> <ul style="list-style-type: none"> State in the process or in any other means
<ul style="list-style-type: none"> Top management involvement during management reviews must be provided with evidence 	<ul style="list-style-type: none"> Top management involvement must be recorded (e.g. attendance, etc.)
<ul style="list-style-type: none"> For clause 4.2 	<ul style="list-style-type: none"> There must be a list of all legal bases for processes, programs, etc.
<ul style="list-style-type: none"> Since QMS manual is no longer needed, how does the SDO state that a clause within ISO requirements is not applicable for it? 	<ul style="list-style-type: none"> any form of documentation that states non-applicability of clauses within ISO requirements to the SDO
<ul style="list-style-type: none"> Multiple master copies 	<ul style="list-style-type: none"> Only the ODC has the master copy and any other copies must be controlled.
<ul style="list-style-type: none"> No evident written process for creating, revising and disposing of ISO documentation 	<ul style="list-style-type: none"> Craft a process for each identification and traceability of obsolete and current QMS documentation system to identify the obsolete and the updated plan for disposal of obsolete documents, if possible, the document disposal on the National archive since the SDO use both electronic and hard copy, there should be a system and documentation for the electronic as well Mention the DCCR/include it in the protocol of changing and creating new document.
<ul style="list-style-type: none"> How will the ISO standard be sustained in times of changing staff? 	<ul style="list-style-type: none"> Request for ISO training of newly hired employees.
<ul style="list-style-type: none"> Methodology in the conduct of IQA There is no equivalent document for the Audit Standard (10.2.2) How do you impose and document the audit findings in terms of corrections and corrective actions? 	<ul style="list-style-type: none"> Written methodology crafting Process audit and document audit must be executed and documented by the IQA In preparation for the Stage 2, there should be an audit program and audit plan For stage 2, there should be an evidence documentation that the SDO is internally audited aligned with all the clauses There should be an objective evidence of the internal audit standard: Major, minor, observation Audit findings must be classified into major, minor etc.



Management Review

Minutes of the Meeting



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Alexandro V. Ferrer
ALEXANDRO V. FERRY
Assistant-ODC

Recommended for approval:

SORAYA T. FACULO, PhD
OIC-Asst. Schools Division Superintendents
Quality Management Representative

Approved by:

Federico P. Martin
FEDERICO P. MARTIN, EdD, CEEd, CESO V
Schools Division Superintendent

Auditor's Observations

Auditor's Suggestion

- For IQA, there should be a process on how to conduct IQA
- Tools for audit enumerated are:
 - Document audit
 - Process audit
 - IQA audit
- Audit plan
 - How and what to audit for each position? (example, the office of the SDS, ASDS, etc.)
- There should be a documentation on the appointment of internal audit for standardization. (e.g. audit notice to the office not within the IQA/from IQA to all/IQA to be the champion)
- The IQA auditor (2 or 3 members) must be trained on the awareness, risk assessment on IQA 190011
 - They will not be present in the planning and execution of IQA since they will be the ones who will audit the IQA.
- IQA composition (this is optional)
 - Audit program manager
 - Audit team leader
 - Audit member
- Composition of audit report:
 - audit objective
 - Audit scope
 - Boundaries
 - Audit methodology
 - Audit conclusion
 - Audit recommendation
- The ODC must have all the forms even from the IQA like the Corrective Action Report (CAR)
- Audit Report is confidential and must be controlled as to who will receive. The ODC controls everything. Master copies even audit findings by the Iqa must be controlled by the ODC.
- Audit findings must be given only to the specific concerned auditee.

• Standard criteria/methodology in identifying the top

• There should be a written proof of the criteria of



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OIC-Asst. Schools Division Superintendents
Quality Management Representative

Approved by:

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FEDERICO P. MARTIN, EdD, CEEd, CESO V
Schools Division Superintendent

Auditor's Observations	Auditor's Suggestion
<p>five risks and opportunities</p>	<p>identifying the top five.</p> <ul style="list-style-type: none"> Any written reference that states the definition of opportunities and risks must be present for the audit Communicate the risks Requirement: actions to address identified risks There must be an action report on the risks and opportunities If not done, there should be an action plan for the future specific to identified risks and opportunities
<ul style="list-style-type: none"> No preventive action plan only corrective was found for facilities 	<ul style="list-style-type: none"> Craft preventive action plans.
<ul style="list-style-type: none"> No monitoring tool for the existing facilities Where is it stated that the conduct of monitoring for these facilities be conducted? 	<ul style="list-style-type: none"> There should be a monitoring card for each



Audit Plan – Stage 1 Certification

Master Data of Organisation	
Organisation	Department of Education (DepEd) Schools Division Office – Baguio City
Corporate Group (in case of group certification)	Not Applicable
Location	# 82 Military Cut-off Road, Baguio City, Philippines
Contact	Dr. Soraya T. Faculo, OIC – Asst. Schools Division Superintendent Ms. Jocelyn C. Coldeg, EPS II
E-Mail	jocelyn.coldeg001@deped.gov.ph
Phone/Fax	+63 912 923 4426
Language	English/ Filipino
Scope Description	<p>1. To provide participants with an overview of the purpose and requirements of ISO 9001:2015 as a tool for process improvement. Participants will be the SDS, ASDS, EPS, PSDS and all heads of office/units including the would-be Quality Management Representative (QMR) and all would-be designated document controllers, and all Rank-and File employees.</p> <p>2. To ensure that all document controllers will be able to prepare quality manual, procedures manual, work instruction manual, listing of quality documents and quality records index exclusively customize to SDO-Baguio City and to serve as a signal to the official implementation of QMS beginning June 2018.</p> <p>3. To equip the top management together with the document controllers the knowledge and strategies on assessing risk and opportunities in relation to quality management system of SDO-Baguio City.</p> <p>4. To equip the Internal Quality Audit Team of SDO-Baguio City in the auditing of quality management system. This is to ensure that there would be a regular program for audit activities and prepare process owners, document controllers and top management of SDO-Baguio City.</p> <p>5. To ensure that gap analysis would serve SDO-Baguio City for being aligned to ISO 9001:2015 Standard.</p> <p><input checked="" type="checkbox"/> more description regarding scope in annex</p>

Audit Profile	
Standard(s)	ISO 9001:2015 Quality Management Systems
Audit Type	Stage 1 – Certification Audit
System documentation: Revision / Issue	ISO 9001:2015 Quality Management System (QMS) Manual Version 0.0, December 2018
Audit team leader	Engr. Grace P. Daria (GD)
Audit team	Not Applicable
Technical expert	Not Applicable
Audit Observer (s)	Not Applicable
Witnessed By:	Not Applicable
Multisite-organisation	All sites are listed in: <input type="checkbox"/> Audit Reference Data Sheet <input type="checkbox"/> separate Listing <input type="checkbox"/> Audit programme <input type="checkbox"/> Multisite-audit (Sample)
Shift operation	no shift operation
Audit Objective (s)	Management system conformity assessment under application of sampling with the purpose of initial certification – stage 1



Audit Details	
Sites	# 82 Military Cut-off Road, Baguio City, Philippines (Single Site)
Audit date	18 - 19. 06. 2019
Audit duration	2.0 mandays on site (incl. remote locations) 0.5 manday off site (document review)



Audit Plan – Stage 1 Certification



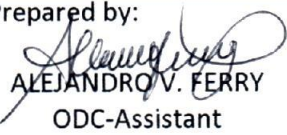


Date/ Time	Organizational Department, Unit and Processes	Auditor (Initials)	Auditee/ Process Owner/ Representative	Standard Requirement / Clause
1 Day 1	18 June 2019			
2 09.00-09.30	Opening meeting - Introduction of the participants - Scope of certification - Audit objectives - Audit plan (security advices, audit proceeding, special features)	GEEV Audit Team	All	Introduction to organization Presentation of audit objective, audit process, fine-tuning of audit plan
3 09.30-11.00	Site Tour	GEEV Audit Team	<i>Education Facilities:</i> Paul Lomas-e, Fray Aliswag	Evaluation & Familiarization with site location (s)
4 11.00-12.00	Top Management - Clarification of QMS Scope of Application - Clarification of Contract details (e.g. number of employees, exclusions, no. of shifts) - Quality Policy - Quality Objectives/Targets - Management Review Results	GD	<i>QMR:</i> Soraya T. Faculo, PhD	5.2.2, 6.2.1, 7.1.5.1, 9.1.1, 9.3.3
5 12.00-01.00	Lunch Break			
6 01.00-02.00	Top Mangement (con't)	GD	CID Chief	5.1, 5.2.2, 6.2.1, 7.1.5.1, 9.1.1, 9.3.3
7 02.00-03.00	Review of Documented Information - Roles, responsibility & Authority - HR / Training Documentation	GD	<i>IQA</i> Jovelyn Balentin	5.3, 7.2, 7.5, 7.5.1
8 03.00-04.00	Review of Management System Documentation - Process Manual/Process Model - Quality Plan - Oprational Processes, their interactions and control/fundamental processes, outsourced processes - Organizational chart - Documented Information - Control Non-conforming Services Control - Risk Assessment	GD	<i>ODC:</i> Reynalyn Padsoyan	6.1 7.5, 7.5.1, 7.5.3, 8.4, 8.5, 8.5.1, 8.5.3, 8.7.2
9 04.00-05.00	Auditors Review	GD	<i>Co-lead IQA:</i> Brenda Awingan	
10 05.00	End of Day 1			



- If the client organization needs the above plan to be revised with respect to the audit date(s) and or processes or auditor, the same shall be communicated to GEEV Certification within 03 days from the receiving date beyond which the plan will be considered accepted by the client organization.
- The client shall inform GEEV Certification of any conflict of interest with personal involved in the assessment or any other members of the administration in GEEV Certification any time before the assessment.

Annexes (for the second party auditor):
























- List of participants
- Declarations of impartiality/confidentiality



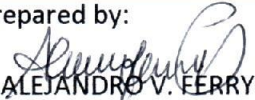


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Prepared by:	Recommended for Approval:	Approved by:	
 ALEJANDRO V. FERRY ODC-Assistant	 SORAYA T. FACULO, PhD OIC-Asst. Schools Division Superintendent	 FEDERICO P. MARTIN, EdD, CEEd, CESO V Schools Division Superintendent	

JUNE 18, 2019



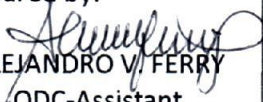

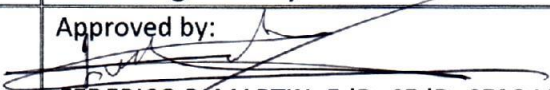
**ISO 9001:2015 STAGE I AUDIT
ORIENTATION**

Attendance:



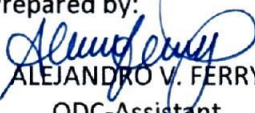
No.	Name	Office/Unit	Signature	Male	Female
1	FEDERICO P. MARTIN	SDS (USDS)		✓	
2	JOMELYN PALANDE	HRD			✓
3	Jocelyn M de Jesus	SHNS			✓
4	DE VERA, EDDAH GRACE B	SHNS			✓
5	WALTY JERRY N. CONCE	SGOD- SHNS		✓	
6	Mary Ann G. Montemayer	SHNS			✓
7	JENNIFER D. POLIDO	EF- SGOD			✓
8	ROSELYN B. DIMOG	EF- SGOD			✓
9	ARMELYN C. SAGUM	PSOD- MM			✓
10	DELAN P. TOMIN	OSDS. Budget			✓
11	JUDY PARAN	OSDS- CASH			✓
12	Romulo L. Prunys	OSDS		✓	
13	Christina L. Estigay	OSDS			✓
14	SHARMAINE S. VISPERAS	OSDS			✓
15	Haydee Yorie B. Dumarán	OSDS			✓
16	Valentino, Raymond P.	ICT		✓	
17	OLYVA O. CORNER	SGOD- PR			✓
18	MARINA D. TABANG CURA	CID			✓
19	ARIPAN C. BINGSE-IL	SGOD PR			✓
20	Shaon R- Castillo	SGOD-SMMT			✓
21	Clemente, Melinda	SGOD			✓
22	Samuel Babangon	SGOD			✓
23	Jenny C. YMBON	EPS		✓	
24	Briana Trinidad	OSDS			✓
25	Mildred Escobar	OSDS			✓
26	Rachelle Gomez	OSDS			✓
27	ALMA GAYOD	OSDS			✓
28	HARRIS SANDIM	OSDS-ADMW		✓	
29	REN TRINOMO	OSDS-ADMW		✓	
30	DDOCAY	CID- AA VI			✓
31	Ani Victoria A. Ferrera	CID- EPS			✓
32	Brendalee Arwingan	CID PSDS			✓
33	Louise B. Luvanc	CID PSDS			✓
34	MARILYN S. API-IT	CID EPS			✓
35	NORA D. DACTARAS	CID EPS			✓
36	SUSANA C. ALPING	CID PSDS			✓

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		ISO 9001:2015 STAGE I AUDIT		
37	JACQUELINE G. LAMPAC	CID - ORA		✓
38	LOUISA A. MANZANO	CID - FR	ORIENTATION	✓
39	Francisco C. Coposigov	OPS		✓
40	Nieves D. Esmail	ADU		✓
41	MA. LORELLA MARCADO	ADMS		✓
42	RAMON TORREALBA	ADMS III		✓
43	BEVERLY RUIRANG	ADMS II		✓
44	Mary Nadelaine S. Bautista	ADMS II		✓
45	JEAN L. ORPILIA	ADMS IV		✓
46	JOHN T. BALALWA	OSDS		✓
47	Josef Eric Oliveros	OSDS / ICT		✓
48	Harris G. Pison, Jr.	OSDS / ICT		✓
49	Lester K. Libangan	OSDS / ICT		✓
50	Raymark P. Valentine	OSDS / ICT		✓
51	JOAN O. DUMAGUING	OSDS / FINANCE		✓
52	Aly Mison	OSDS		✓
53	ROBERTO M. PANGAN	OSDS		✓
54	KHAJU P. FEDCHECK	OSDS / FINANCE		✓
55	Mary Jo Baldo	HAN Finance		✓
56	FERDINAND BILLY	OSDS / Finance		✓
57	Shane Amia	OSDS / Finance		✓
58	MARIE LIZA T. BARDOL	OSDS / FINANCE		✓
59	LOISA D. FONTANILLA	OSDS / FINANCE		✓
60	ZENY DEE F. PELUSI	ADMS III		✓
61	HONEYLETTE C. ENNGER	AA VI		✓
62	JHINE LOU BARDOLME	OSDS / FINANCE		✓
63	GINA D. SEQUERRA	OSDS / FINANCE		✓
64	CARIS OLIN	PRO II LEADS		✓
65	LILY B. MABALOT	CID - LRMS		✓
66	LOISA O. MANGANGAY	CID - LRMS		✓
67	VICTOR A. FOMMOR	CID - LRMS		✓
68	BONIFACIO P. DALAYAN	OSDS		✓
69	J. Bermudez	OSDS		✓
70	FRANCISBERTO CACAO	OSDS		✓
71	HERMINIA JUSTINA P. CONLUS	OSDS - CASH		✓
72	Maria Milagrosa A. Gabeira	OSDS - CASH		✓
73	Soraya T. Taculo	OSDS		✓
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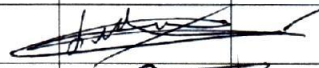






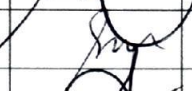


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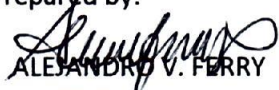
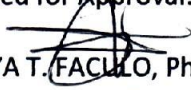

	ISO 9001:2015 STAGE I SDO-BAGUIO AUDIT		Document Code: Revision: Effectivity Date: August 20, 2018
	Document Audit Review		Name of Office: SDO-Baguio City
Prepared by:  ALEJANDRO V. FERRY ODC-Assistant	Recommended for Approval: SORAYA T. FACULO, PhD OIC-Asst. Schools Division Superintendent	Approved by: FEDERICO P. MARTIN, EdD, CEEd, CESO V Schools Division Superintendent	

JUNE 18, 2019

**ISO 9001:2015 STAGE I
AUDIT PROPER**

Attendance:

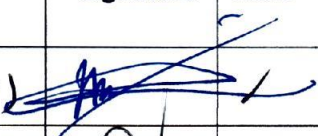




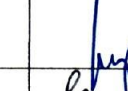
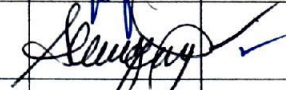
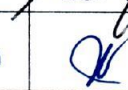
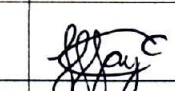

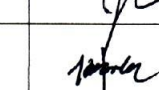

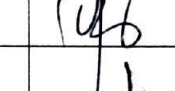



No.	Name	Office/Unit	Signature	Male	Female
1	Federico P. Martin	SDS			
2	Soraya T. Faculo	OASDS			✓
3	Brendate C. Aming	CIB - PRAS			✓
4	May Ann N. Aglit	SGOD - PR			✓
5	Alejandro Ferry	SGOD - PR		✓	
6	Jocelyn C. Caldera	EPS - II			✓
7	REINALDO T. PADILAN	SGOD - PR			✓
8	CRANE P. OXERA	CEEV Auditor			✓
9	Sharon R. Castillo	SGOD - PR			✓
10	Clemente, Melinda	SGOD - PR			✓
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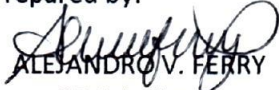
	ISO 9001:2015 STAGE I SDO-BAGUIO AUDIT		Document Code: Revision: Effectivity Date: August 20, 2018
	Document Audit Review Exit Conference		Name of Office: SDO-Baguio City
Prepared by:  ALEJANDRO V. FERRY ODC-Assistant	Recommended for Approval:  SORAYA T. FACULO, PhD OIC-Asst. Schools Division Superintendent	Approved by:  FEDERICO P. MARTIN, EdD, CEEd, CESO V Schools Division Superintendent	




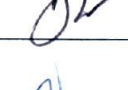






JUNE 19, 2019

AUDIT RESULT PRESENTATION

Attendance:

No.	Name	Office/Unit	Signature	Male	Female
1	Federico P. Martin	SDS (OSDS)			
2	Soraya T. Faculo	OASDS			✓
3	Grace P. Daria	Lead Auditor			✓
4	JEON L. ORPILUZ	DCDS			✓
5	Melinda Clemente	ESOD			✓
6	REYNALYN T. PADSYAN	GLDD-PR			✓
7	Alejandro V. Ferry	SGOD-PR		✓	
8	Josely Balantian	SGOD-STRD			✓
9	May Ann N. Aglit	SGOD-PR			-
10	Jhett C. Samson	CIP-CHRG			✓
11	HERMINIA P. ORMAS	OSPS CASH			-
12	VILSON A. FORTAYON	UTMPS-UD		✓	
13	ENCOURT A. CAETO	OSBS-SUPPLY			-
14	Dennis Danibis	OSPS-LS		✓	
15	FERDINAND C. FILLIT	OSPS - Acad		✓	
16	Josely C. Coldea	EPG -II			✓

	ISO 9001:2015 STAGE I SDO-BAGUIO AUDIT		Document Code: Revision: Effectivity Date: August 20, 2018
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Prepared by:  ALEJANDRO V. FERRY ODC-Assistant	Recommended for Approval: SORAYA T. FACULO, PhD OIC-Asst. Schools Division Superintendent	Approved by: FEDERICO P. MARTIN, EdD, CEEd, CESO V Schools Division Superintendent	

17	HARRIS DIZON M	OSR/1000		-	
18	And Pompa	SGOD			
19	ELAINE B. CABUAL	SGOD/SGMOB		✓	✓
20	Sharon Castillo	SMME			✓
21	Mar Lovelle Meneada	OSDS			✓
22	Christian L. Estigay	OSD			✓
23	FALLY JALTY H. CONCEPCION	SGOP		-	
24	MIEVES D. EBANIO	OCDC			✓
25	JENNIFER D. POLIDO	SGOD			✓
26	BRENDA LEE C. ARINGAN	CID			✓
27	CAROL ANN	CID			✓
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W3 (GEEV Certification Solutionz)

Initial Report

Company Name : Department of Education (DepEd)
 Address : Schools Division Office - Baguio City

Scope : Provision of Management, Administration and Supervision of Basic Education Services in Schools within the Schools Division of Baguio City along Curriculum Management, Implementation and Supervision; Schools Governance and Operations; and Administrative Services.

Representative : Federico P. Martin, EdD, CEEd, CESO V (Schools Division Superintendent)

Lead Auditor/ Auditor : Grace Daria (GD)

Standard(s) : ISO 9001:2015

Audit Type : Stage 1 - Certification Audit

Audit Date : 2019 June 18 ~ 19

Audit findings

All information gained during the audit will be treated with strict confidentiality by the auditors and the certification body. In view of the sampling approach applied to the audit, weaknesses and nonconformities may still exist which have not been identified during the audit.

Positive Indicators

No.	Unit/Department Site	Positive findings
1	Top Management (Office of the SDS and the ASDS)	The evident display of Commitment of the Top Management for continual improvement is highly commendable
2	Top Management (Office of the SDS and the ASDS)	The manner (answering with specific data and information) of the Top Management during interview is highly commendable
3	Top Management (Office of the SDS and the ASDS)	The collaboration displayed by the Office of the SDS and the Office of the ASDS is a manifestation of effective teamwork and good leadership
3	Quality Policy	The consistent and uniformity of the issued Quality across all levels of the organization including the electronic display at the lobby is beyond good practice
4	All	The Teamwork of the auditees observed during the audit is a display effective involvement of people and process ownership.
5	Management Review	The confidence and mastery of answering and presentation of objective evidence during the audit of management review is highly commendable

The following recommendations and opportunities for improvement provided by the auditors are intended to contribute to the continuous improvement of the management system. They also serve to eliminate any weaknesses still existing in the organization, ensure management system effectiveness and prevent nonconformities.

W3 (GEEV Certification Solutionz)

No.	Clause	Unit/ Department/ Site/ Process	Findings	Rating*)
1	4.4	QMS	Review, revisit and improve the documented Context of the Organization to address the minimum requirement provided in 4.4.1 – the need to establish, implement, maintain a documented information that illustrates the model of the processes within and between the organization including its sequence and interactions.	2
2	4.1 & 4.2	QMS	The Masterlist of Applicable Legal Requirements will be check during Stage 2 audit	1
3	6.1	QMS and All Processes	At the time of the audit, criteria how to assess and evaluate the identified Risks and Opportunities were not yet establish.	2
4	7.1.3 7.1.4	Infrastructure & Work Environment and Safety	Installed Fire Extinguishers were physically observed not monitored and check whether it is still functional.	1
5	7.1.3 7.1.4	Infrastructure & Work Environment and Safety	Need to improve the safety signages, warnings and cautions	1
6	7.1.3 7.1.4	Infrastructure and Environment for the Operation of Processes	Need to ensure the availability of data and information pertaining to the adequacy of resources as necessary for the operation of its processes and to achieve conformity of the quality services. Monitoring and actual conditions whether it is still functional and if it is still within the shelf life	2
7	7.1.3 & 7.1.4	Infrastructure & Work Environment and Safety	Need to establish a system in place for Preventive Maintenance specific to facilities and equipments other than the ICT	2
8	7.2	Competence	Need to review and improve the effective planning of provision of training and development specific to SDO personnel all through the post training evaluation, post training re-entry plan and evaluation of training effectiveness	2
9	9.1.2	Customer Satisfaction	May consider standardizing the customer satisfaction survey box	1

W3 (GEEV Certification Solutionz)

10	9.3 (7.1.3 7.1.4)	Management Review; Infrastructure; Environment for the Operation of Processes	May articulate in the Minutes, the availability and monitoring of resources, particularly – Infrastructure and Work Environment	1
11	9.3 (9.3.2)	Management Review (Management review inputs)	Ensure that all the required inputs of management review are covered in the minutes. Missing items such as changes of issues, monitoring and measurement, process performance, adequacy of resources, effectiveness, suitability and adequacy of management system and etc.	1
12	9.2	Internal Quality Audit	No suitable records to prove that the conduct of Internal Quality Audit is adequately established and maintained	2
13	10.2.2	Nonconformity and Corrective Action	No records to prove that Nonconformity and Corrective Action Reports were documented and recorded	2

- *) Rating:**
- 1 = Opportunities for improvement
 - 2 = Probably rated as nonconformity in stage 2
 - 3 = Not ready for certification (proof of elimination of weaknesses must be submitted before completion of the stage 1 audit)

In view of the fact that audits are always based on sampling, weaknesses may still exist which were not revealed and identified during the audit.

The auditor and the certification body will treat all information gained during the audit with strict confidentiality.

2019 June 19


Date

Grace P. Daria

Audit Leader / Auditor(s)

2019 June 19

Date


Federico P. Martin, EdD, CedD, CESO V (SDS)

DepEd SDO – Baguio City Representative

-End-