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| **Audit Title: 15/PH/5 Passenger and Baggage - MNL** | | | | | | | |
| **Finding:** | | F022-15 | | | | | |
| Cleanliness and orderliness are not observed in the work environment. Housekeeping needs improvement.   1. Unnecessary items (old unused boarding pass, name labels) were found under the check-in counters.   Trash bins at the check-in counters were noted already full with some trashes already scattered inside the working area of the Customer Service Agents. | | | | | | | |
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|  | *Department:* |  | Passenger Services Division | | | *Repeat Finding:* | No |
|  | *Response Status:* | | Accepted | |  | *Assigned To:* | PSD Staff |
|  | *Response Due:* |  | 14 April 15 | |  | *Date Discovered:* | 27 February 15 |
|  | *Category:* |  | Non-conformance | | | *Risk:* | Moderate |
|  | *Entered by:* |  | Mark Andoque | | | *Aircraft:* |  |
|  | *Reference:* |  | SLA (Requirements and Standards No. 4 bullet 7) | | | | |
|  | *Descriptor:* |  | Facility Related Error: Poor Housekeeping | | | | |
| |  |  |  | | --- | --- | --- | |  |  |  | |  | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Cause:** | |  | | | | | | Standards, Policies or Administrative Controls not used | | | | | | | |  | *Person/Org:* | ***Passenger Services Personnel*** | | | | | |  | *Category:* | ***Administrative Management System*** | | | | | |  | *Item:* | ***Enforcement NI*** | | | | | | **Action:** | | **A014-15** | *Status:* | **In Progress** | *Due:* | 04 Sept 15 | | PSD/20 May 15  See attachment.  QAD Comments:  Acknowledge receipt of memo. However, we were informed that Mr. Kenneth Landicho has already resigned and please also provide an action plan to preclude recurrence of the finding.  PSD/31 Jul 15  Preventive Actions: Close coordination with EWMPC coordinator concerning counter supplies and cleanliness.  Constant monitoring of the designated personnel, Salve Marpuri, in making sure of the concerns housekeeping and cleanliness of the counter and boarding gate.  Reiteration memo in cleanliness for dissemination to clearly identify the responsible persons.  QAD Comment:  Please provide evidence of implementation and pictures showing cleanliness to all counters.  … | | | | | | | | ***Implementation Response:*** | | | | | | | |  | | | | | | | |  | *Type:* | ***Preventive*** |  |  | *Registered On:* | ***14 March 2015*** | |  | *Department:* | ***Passenger Services*** | |  | *Closed On:* |  | |  | *Assigned To:* | **Josephine Zablan** | |  | *Tracked By:* | ***Mark Andoque*** | |  | |  |  |  | | | | | | | | |