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| 15/PH/05 Passenger and Baggage - MNL | | | | | |
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| **Finding ID** | F022-15 | **Date Discovered** | | | 27 February 2015 |
| **Finding Category** | Non-conformance | **Aircraft** | | |  |
| **Reference** | SLA (Requirements and Standards #4 bullet 7) | **Risk Level** | | | Moderate |
| **Response** | Required | **Repeat Finding** | | | No |
| **Response Due** | 14 April 2015 | **Entered By** | | | Mark Andoque |
| **Issued To** | Passenger Services Division | | | | |
|  | | | | | |
| **Finding Descriptor** | Facility Related Error: Poor Housekeeping | | | | |
| **Finding Description**  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. 2. 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. | | | | | |
| **Root Cause(s) Description** | | | **Root Cause Category/Item** | | |
| **Corrective Action(s)** | | | | **Planned completion date of Corrective Action:** | |
|  | |
| **Preventive Action(s)** | | | | **Planned completion date of Preventive Action:** | |
|  | |