



**TOURISM
INFRASTRUCTURE AND
ENTERPRISE
ZONE
AUTHORITY**

6th & 7th Floors, Tower 1
Double Dragon Plaza
Double Dragon Meridian Park
Macapagal Avenue corner
Edsa Extension Bay Area
Pasay City 1308

(+632) 249-5900 to 79
acoassetsmgmt@tieza.gov.ph
www.tieza.gov.ph

10 September 2020

MEMORANDUM FOR THE CHIEF OPERATING OFFICER

		MANAGEMENT INFORMATION SYSTEMS DEPT.	
		RECEIVED	
By:	GHA		
Date:	09/16/20		
Time:	10:36 AM		

FROM The Quality Management Representative

SUBJECT Conduct of Internal Quality Audit (IQA) & QMS Schedule

After successfully completing the **IQA Refresher Course** last 8 - 9 September 2020, which our Internal Quality Audit (IQA) Team, and other Quality Management System (QMS) Core Team members under Office Order No.071-2020 attended, we are ready to commence subject conduct our *hybrid* internal quality audit, both virtual and face-to-face audit.

The QMS will cover the same processes that were certified in 2019. No new department process or system will be committed in 2020.

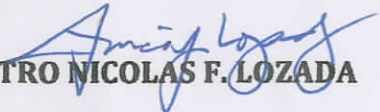
Due to quarantine protocol limitations, and to afford time for all departments, divisions to be informed and to prepare, the following will be our QMS schedule:

21 September 2020	IQA start
21 October 2020	end of IQA
28 October 2020	IQA Presentation to ManCom
18 November 2020	Third Party Surveillance Audit

Note: IQA Schedule attached. schedule barring any untoward circumstances.

Under Clause 5 on Leadership / Management responsibility, and clause 9.3 on Management Review, we look forward to management support, commitment, cooperation for the renewal / sustainability of TIEZA ISO 9001:2015 Quality Management System.

For our information and guidance, Sir.


JETRO NICOLAS F. LOZADA

Cc : IQA Team
Planning Team
Workplace Organization Team
Documents & Records Team
Training and Education Team
Technical Secretariat

TOURISM INFRASTRUCTURE and ENTERPRISE ZONE AUTHORITY
Office of the Chief Operating Officer



RECEIVED

By: 
Time: 2:00 / 9-16-2020

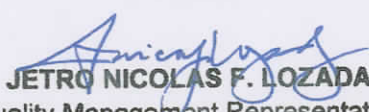


Internal Quality Audit Plan

Date of Audit: Sept. ²¹ 15 – Oct. __, 2020		Audit Frequency: At least once a year
Audit Objectives: <ul style="list-style-type: none"> To determine the extent of TIEZA's QMS conformity with ISO 9001:2015 and compliance to statutory regulations; To evaluate the effectiveness of TIEZA's QMS To check the status of conformity and compliance to previous third party audit findings To explore areas for continual improvement 		
Audit Scope: The scope of audit covers all existing core and support processes and systems of TIEZA implemented at the Main Office except for the Boracay Regulatory Office, operating and non-operating entities and travel tax satellite offices.		
Audit Type: Internal Quality Audit	Audit Language: English, Tagalog	Audit Criteria: <ul style="list-style-type: none"> ISO 9001:2015 standard Quality Manual, Office Quality Procedures/Work Instructions/Policy Relevant Regulatory, Legal, and Statutory Requirements
Internal Quality Audit Chairperson: Edwin F. Verde		
Audit Teams:		
<p style="text-align: center;">Team A</p> <ol style="list-style-type: none"> 1. Mikhael Bryan G. Caluya 2. Ma. Victoria G. Orenca <p style="text-align: center;">Team D</p> <ol style="list-style-type: none"> 1. Irene R. Tumaob 2. Dennis P. Naperi 	<p style="text-align: center;">Team B</p> <ol style="list-style-type: none"> 1. Joy A. Lusuegro 2. Mark Timothy G. Linsag 3. Pauline Juliet A. Asuncion <p style="text-align: center;">Team E</p> <ol style="list-style-type: none"> 1. Rebecca Ruthchelle Q. Austria 2. Rainier L. Cruz 3. Cesar Ladrangan 	<p style="text-align: center;">Team C</p> <ol style="list-style-type: none"> 1. Ma. Mercedes C. Lacson 2. Frances Desiree V. Elemos 3. Ma. Catherine Grace R. Go <p style="text-align: center;">Team F</p> <p style="text-align: center;">Atty. Ma. Teresa C. Alvarez</p>

DATE	TIME	AUDITOR/S	AREA/PROCESS/ FUNCTION	APPLICABLE ISO CLAUSE/S	AUDITEE/ PROCESS OWNER
	8:30 – 9:00	Assigned Audit Team	Opening Meeting (will be conducted before each scheduled Internal Quality Audit – IQA)	N/A	Process Owners
	9:00 AM – 2:30 PM	Mikhael Bryan G. Caluya Ma. Victoria G. Orenca		6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.2, 8.3, 9.1, 10.1, 10.2, 10.3	ATEZ – (TAMD & TERD)

		Joy A. Lusuegro Mark Timothy G. Linsag Pauline Juliet A. Asuncion		6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.2,8.3, 9.1, 10.1, 10.2, 10.3	COPD
	9:00 AM – 2:30 PM	Ma. Mercedes C. Lacson Frances Desiree V. Eleemos Ma. Catherine Grace R. Go		6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.2,8.3, 9.1, 10.1, 10.2, 10.3	AMGT – (BUDD & OPED)
		Irene R. Tumaob Dennis P. Naperi		6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.2,8.3, 9.1, 10.1, 10.2, 10.3	AAES – (PEPD & COMD)
	9:00 AM – 2:30 PM	Rebecca Ruthchelle Q. Austria Rainier L. Cruz Cesar Ladrangan		6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.2,8.3, 9.1, 10.1, 10.2, 10.3	TAXD – (PAD & EXD)
		Joy A. Lusuegro Mark Timothy G. Linsag Pauline Juliet A. Asuncion		6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.2,8.3, 9.1, 10.1, 10.2, 10.3	GSD
	9:00 AM – 2:30 PM	Mikhael Bryan G. Caluya Ma. Victoria G. Orenca		6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.2,8.3, 9.1, 10.1, 10.2, 10.3	OCOS
		Ma. Mercedes C. Lacson Frances Desiree V. Eleemos Ma. Catherine Grace R. Go		6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.2,8.3, 9.1, 10.1, 10.2, 10.3	FISD – (ACD BUD)
	9:00 AM – 2:30 PM	Irene R. Tumaob Dennis P. Naperi		6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.2,8.3, 9.1, 10.1, 10.2, 10.3	LEGD
		Rebecca Ruthchelle Q. Austria Rainier L. Cruz Cesar Ladrangan		6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.2,8.3, 9.1, 10.1, 10.2, 10.3	ADSD - HRD
	9:00 AM – 2:30 PM	Mikhael Bryan G. Caluya Ma. Victoria G. Orenca		6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.2,8.3, 9.1, 10.1, 10.2, 10.3	ADSD – Records Management
		Joy A. Lusuegro Mark Timothy G. Linsag Pauline Juliet A. Asuncion		6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.2,8.3, 9.1, 10.1, 10.2, 10.3	GSD (Proc.) BAC
	9:00 AM – 2:30 PM	Ma. Mercedes C. Lacson Frances Desiree V. Eleemos Ma. Catherine Grace R. Go		6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.2,8.3, 9.1, 10.1, 10.2, 10.3	FISD - TRD

		Irene R. Tumaob Dennis P. Naperi	Document Controller	6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.2, 8.3, 9.1, 10.1, 10.2, 10.3	Mikhael Bryan G. Caluya
		Rebecca Ruthchelle Q. Austria Rainier L. Cruz Cesar Ladrangan		6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.2, 8.3, 9.1, 10.1, 10.2, 10.3	MISD
	9:00 AM – 2:30 PM	Mikhael Bryan G. Caluya Ma. Victoria G. Orenia		6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.2, 8.3, 9.1, 10.1, 10.2, 10.3	IAUD
		Irene R. Tumaob Cesar Ladrangan	Risk Management	4.1, 4.2, 4.3, 6.1, 6.2, 6.3, 7.5	Leo M. Mendoza/ COPD
	8:00 – 12:00	Edwin F. Verde Mikhael Bryan G. Caluya	Top Management	4.1, 4.2, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 9.1, 9.3, 10	QMR (Sir Jet)
	1:00 – 3:00	Atty. Ma. Teresa C. Alvarez	IQA	7.5, 9.1, 9.2, 10.1, 10.2, 10.3	IQA Chairperson
	2:30 – 3:00	Assigned Teams and Process Owners	Closing Meeting (will be done after each scheduled Internal Quality Audit – IQA)	n/a	n/a
External Audit					
Nov. 2020		External Auditors	Surveillance		All Process Owners
Prepared by: Edwin F. Verde IQA Chairperson <div style="text-align: center;"> APPROVED:  JETRO NICOLAS F. LOZADA Quality Management Representative </div>					



**TOURISM
INFRASTRUCTURE AND
ENTERPRISE
ZONE
AUTHORITY**

6th & 7th Floors, Tower 1
Double Dragon Plaza
Double Dragon Meridian Park
Macapagal Avenue corner
Edsa Extension Bay Area
1302 Bay Area, Pasay City

4M6T
(+632) 8249-5900 loc. 703
ocoo@tieza.gov.ph
www.tieza.gov.ph

3 September 2020

OFFICE ORDER

No. 071-2020 *my*

In the exigency of the service, the Quality Management System (QMS) Core Team is hereby reconstituted and shall now be composed of the following employees:

PLANNING TEAM

1. Jetro Nicolas F. Lozada (AMGT)
2. Francis Randy J. Hortelano (COPD)
3. Leonardo M. Mendoza (IAUD)
4. Rodolfo E. Ancheta (FISD)
5. Herando A. Enal (TAMD)

WORKPLACE ORGANIZATION TEAM

1. Ma. Evelyn A. Francisco (BUDD)
2. Amelita S. Caganda (PEPD)
3. Ana Ruth L. Mateo (ADSD)
4. Ermina A. Palomique (TERD)
5. Belinda D. Laranas (COPD)

DOCUMENTS & RECORDS CONTROL TEAM

1. Atty. Niño Ruperto F. Aquino (TERD)
2. Bernadette M. Alvarez (ADSD)
3. Mikhael Bryan G. Caluya (COPD)
4. Ma. Kristina E. Salon (COPD)
5. Kris Cristopherson T. Crisostomo (ADSD)
6. Leo Malcolm B. Mendoza (MISD)

TRAINING & EDUCATION TEAM

1. Rosanna M. Olgado (ADSD)
2. Raquel S. Dela Cruz (MISD)
3. Mylene A. Magsino (AMGT)
4. Roda V. Mendoza (ADSD)
5. Glory Hope M. Peco (ADSD)

INTERNAL QUALITY AUDIT (IQA) TEAM

1. Edwin F. Verde (IAUD)
2. Irene R. Tumaob (BUDD)
3. Ma. Victoria G. Orenca (IAUD)
4. Dennis P. Naperi (IAUD)
5. Joy A. Lusuegro (TAXD)
6. Mark Timothy G. Linsag (IAUD)
7. Cesar B. Ladrangan, Jr (TAMD)
8. Ma. Mercedes C. Lacson (COPD)
9. Ma. Catherine Grace R. Go (IAUD)
10. Frances Desiree V. Eremos (COPD)
11. Rainier L. Cruz (IAUD)
12. Mikhael Bryan G. Caluya (COPD)
13. Atty. Rebecca Rutchelle Q. Austria (LEGD)
14. Pauline Juliet A. Asuncion (TAXD)

TECHNICAL SECRETARIAT

1. May Anne B. Abana (COPD)
2. Sherryl M. Dalida (COPD)
3. Ezra Nicole C. Basto (COPD)
4. Mary Jane M. Reyes (ADSD)

[Handwritten signature and date: 09/10/2020]

Mr. EDWIN VERDE, Manager of Operations Audit Division of Internal Audit Department shall remain as the Chairperson of the Internal Quality Audit (IQA) Team.

After a conduct of an Internal Quality Audit, **Atty. MA. TERESA C. ALVAREZ**, Manager of Operations Department shall remain to audit the IQA Team and the Internal Audit Process of TIEZA's Quality Management System (QMS), in accordance with the requirements of ISO 9001:2015 standard.

The QMS Core Team members, Department and Division Managers, together with the Technical Assistants, are hereby encouraged to attend the IQA Refresher Course on September 08 – 09, 2020 to update themselves and be ready for the third-party ISO Surveillance Audit scheduled on November 2020.

This Office Order shall take effect immediately and will remain valid until revoked. All Office Orders inconsistent herewith are hereby superseded.



[Handwritten signature]
POCHOLO D. PARAGAS
Chief Operating Officer