



28 October 2020

**MEMORANDUM**

**FOR** ALL DEPARTMENT MANAGERS  
**FROM** The Quality Management Representative  
**SUBJECT** **COMPLIANCE TO QMS REQUIREMENTS**

The Internal Quality Audit (IQA) was concluded on 21 October 2020 with 96 findings / observations. This is summarized as follows:

8 Non-compliant (to International Standards)  
34 Opportunity for Improvement (OFI)  
54 Compliant

For the non-compliant findings, three (3) directly affect all departments as most have not:

(1). **Registered all forms, templates circulated, adopted and employed in the day-to-day conduct of operations with the Document Controller** (currently Bryan Caluya); Internal documents are generated and issued within the confines of TIEZA, such as quality manual, procedures, work instructions, forms, etc.

(2). **Conducted a review of their Work Instructions (WI) that have not undergone revision for a period of 3 years and have them re-approved** as required under COPD.QP.No.1 ; and

(3). **Surrendered all original documents of updates on regulations, statutory provisions, circulars, and the likes acquired by end-users to the document controller** as required for control and distribution.

These requirements are necessary pursuant to Clause 7.5 on Documented Information to ensure the effectiveness of TIEZA quality management system.

You are therefore directed to meet and perform all the necessary steps to comply with these requirements on or before 25 November 2020.

For your appropriate action and compliance.

  
JETRO NICOLAS F. LOZADA

