



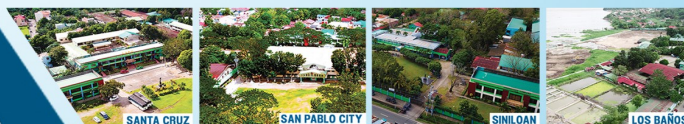
Republic of the Philippines
Laguna State Polytechnic University
Province of Laguna

LSPU Quality Assurance

Compilation of **Minutes of the Meeting**
(January to September 2021)

Prepared by:

Office of the Vice President
for Academic Affairs
September 2021



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Contents

Date (2021)	Council/Campus	Concerns
August 4	Internal Quality Auditors	<ul style="list-style-type: none">• ISO 2nd Follow Up Remote Audit Report• Review of LSPU-LCP• Activities and Timeline• ISO Recertification Preparation
September 3	Internal Quality Auditors	<ul style="list-style-type: none">• Presentation and Approval of the Minutes of the Previous Meeting• Reschedule of ISO Activities and Timeline• Updating of Risk Register• Updating of Office Performance Committee and Review (OPCR)



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Laguna State Polytechnic University
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**INTERNAL QUALITY AUDITORS
 (Process Owners)**

**MINUTES OF THE QUALITY MANAGEMENT REPRESENTATIVES (TOP MANAGEMENT),
 INTERNAL QUALITY AUDITORS, AND PROCESS OWNERS MEETING HELD VIA ZOOM ON
 AUGUST 4, 2020, 9:00AM**

PRESENT

Top Management

	<i>Vice President</i>
DR. EDEN C. CALLO	Academic Affairs
DR. ROBERT C. AGATEP	Research and Development
	<i>Campus Director</i>
ENGR. MANUEL LUIS ALVAREZ	Sta. Cruz Campus
JOEL M. BAWICA	Los Baños Campus

Internal Quality Auditors and Process Owners

Academic Officials and Staff

	<i>Dean</i>
DR. EDITHA R. PEREY	College of Agriculture
DR. RICHARD C. AMPO	College of Arts and Sciences
MARYJANE D. FUENTES	College of Business Management and Accountancy
JEFFERSON L. LERIOS	College of Computer Studies
ENGR. JONNEL K. PABICO	College of Engineering
JOSELITO S. MIRANDA	College of Fisheries
CHARMINE V. RIVERA	College of Hospitality Management and Tourism
DR. FREDDIE S. PINUELA	College of Industrial Technology
DR. FLORHAIDA V. PAMATMAT	College of Teacher Education
	<i>Associate Dean</i>
	<i>College of Arts and Sciences</i>
DR. JULIE FE D. PANOY	San Pablo City Campus
JEROME S. NICOLAS	Los Baños Campus
	<i>College of Business Management and Accountancy</i>
GRACE M. ESMADÉ	Siniloan Campus



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College of Computer Studies

REYNALEN JUSTO Sta. Cruz Campus
 ARCHIEVAL M. JAIN Siniloan Campus
 RONNEL A. DELA CRUZ San Pablo City Campus

College of Criminal Justice Education

MARK LITO L. REFUGIA Sta. Cruz Campus
 WILFREDO D. DALUGDOG Siniloan Campus

College of Engineering

ENGR. MENCHIE DEL ROSARIO Siniloan Campus
 ENGR. PAUL ENRICO F. PUYO San Pablo City Campus

*College of Hospitality Management
 and Tourism*

DR. NINEVETCH GRACE O. MARCO San Pablo City Campus
 SHARON RAMOS Los Baños Campus

College of Industrial Technology

EUDORA C. TABO San Pablo City Campus

College of Teacher Education

DR. ELAINE ROSE G. NACHON Siniloan Campus
 DR. EDILBERTO Z. ANDAL San Pablo City Campus
 DR. KAREN MANAIG Los Baños Campus

Program Coordinator

FLOREIZL P. VENTOCILLA College of Industrial Technology
 San Pablo City Campus

Instructor

KRISTELLE ANN R. TORRES

Administrative Officials and Staff

Director

GREG R. REYES Admission and Registrarship
 MARY GRACE P. GALLARDO Alumni and Placement Services
 MARIE AMMABELLE I. CABILDO Budget and Finance Services
 LIBERATA A. CAPILOS Business Affairs Office
 ANGELA L. REGINALDO Extension and Training Services
 DR. RUBY B. BRION Gender and Development
 EDWARD S. FLORES Information and Communication
 Technology Services
 MARIA LIRIO C. RAGEL Human Resource Management
 HOSEAL B. GAYMAN Library Services
 ENGR. RANIEL LOUIE W. MENDIOLA Management Information System
 DANILO N. DARAN Physical Plant and Site Development
 DR. ALBERTO D. YAZON Quality Assurance
 GREG R. YEYES Registrar



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1	DR. MICHELLE B. SARMIENTO	Student Affairs Services
2	SANDY JESSIE LYNN B. LEOBRERA	Student Financial Assistance
3	ROLANDO S. MAGLAPUZ	Security Management Office
4		
5		<i>Chairperson</i>
6		
7		<i>Admission and Registrarship</i>
8	MA. GRACIELLA C. PRADILLADA	Siniloan Campus
9		
10		<i>Alumni Affairs and Placement Services</i>
11	ROGACION U. VILLANUEVA	Siniloan Campus
12	JENNELYN E. ESPINUEVA	San Pablo City Campus
13		
14		<i>Budget and Finances</i>
15	MARIBEL P. LAT	San Pablo City Campus
16		
17		<i>Business Affairs Office</i>
18	ROWENA A. NAGA	Sta. Cruz Campus
19	NIKKO LEE L. DANDAN	Los Baños Campus
20		
21		<i>Curriculum and Instruction</i>
22		<i>and Development</i>
23	DR. VILMA M. GERONIMO	Sta. Cruz Campus
24	ALLEN PASIA	San Pablo City Campus
25	SHERWIN B. SAPIN	Los Baños Campus
26		
27		<i>Extension and Training Services</i>
28	AIMEE CONCEPCION CHAVEZ	Siniloan Campus
29		
30		<i>Gender and Development</i>
31	MARY ANN S. HERNANDEZ	Los Baños Campus
32		
33		<i>Guidance Services</i>
34	ABIGAIL O. VIAR	Sta. Cruz Campus
35	NOEMI B. NUÑES	Los Baños Campus
36		
37		<i>Human Resource Management</i>
38	ANNALIZA B. DE ROMA	San Pablo City Campus
39	EFREN R. DELA PAZ, JD	Los Baños Campus
40		
41		<i>Information and Communications</i>
42		<i>Technology Services</i>
43	NEIRRO C. ILAGAN	San Pablo City Campus
44	LOYD S. ECHALAR	Los Baños Campus
45		
46		<i>International and Local Affairs</i>
47	CELESTE CASTILLO MARQUEZ	Sta. Cruz Campus
48		



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Library Services

AILEEN R. GAYMAN Siniloan Campus
 MARIA NINA GRACE C. PASTORFIDE San Pablo City Campus
 JOSEPH VILLIMORE D. GERONIMO Los Baños Campus

Management Information System

ENGR. NEIL JAMES P. NOVAL San Pablo City Campus

Planning and Development

ENGR. MARICEL M. MATUTO Sta. Cruz Campus
 JOHN FREDERICK B. TESORO Los Baños
 CLARITO H. GARCIA San Pablo City Campus

Quality Assurance

DR. ENRICO R. RIVANO Sta. Cruz Campus
 ENGR. ROMMEL OCTAVIUS R. NUESTRO Siniloan Campus
 LORENA H. GARCIA San Pablo City Campus

Research and Development

RINA J. ARCIGAL Sta. Cruz Campus
 DR. DELON A. CHING San Pablo City Campus
 OFELIA B. MANINGAS Los Baños Campus

Scholarship and Financial Assistance

CHEEROBIE B. ARANAS Sta. Cruz Campus
 DR. AGRIPINA F. BANAYO San Pablo City Campus
 FLORA H. SALANDANAN Los Baños Campus

Senior High School

JOHN VINCENT C. ALIZAS San Pablo City Campus

Sports Development

DR. LIZA L. BARTOLOME Sta. Cruz Campus

Student Affairs and Services

JAYSON N. OLAYTA Siniloan Campus
 ALBERTO B. CASTILLO San Pablo City Campus

Coordinator

VICTORIA E. TAMBAN Innovation and Technology Support Office

Accountant III

GIZELLE A. ALVAREZ
 CHRISTIAN A. CALABIA Administrative Aide V
 SIEGFRIED S. CRUCILLO University Nurse



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Internal Quality Auditors

TERESITA F. BUENO	Siniloan Campus
DR. ROLANDO R. CRUZADA	Siniloan Campus
CORNELIO R. MOLON	Siniloan Campus
FLAVIANO URERA JR.	Siniloan Campus
MARCO DEL ROSARIO JR.	San Pablo City Campus
CATHERINE A. CASTILLO	San Pablo City Campus
MARGARITA A. GALANG	Los Baños Campus
JEIROME P. DOMINGO	Los Baños Campus
ROSEMARIE A. MALAPAYA	Los Baños Campus
ROWAN E. ELOMINA	Los Baños Campus

Process Owners

CATALYN ROSE P. ANGELES	Sta. Cruz Campus
BRAINARD H. REYES	Sta. Cruz Campus
CLAUDETTE LUI M. REYES	Sta. Cruz Campus
MARYDEL V. BAYOCOT	Siniloan Campus
DULCE M. BITICON	Siniloan Campus
AURELIA M. CASTRO	Siniloan Campus
MA. CECILIA C. GATOBONTON	Siniloan Campus
LEONICIA A. MERCADO	Siniloan Campus
ROWENA D. SORIANO	Siniloan Campus
KAREN CHRIS B. LATADE	San Pablo City Campus
MAGDALENA P. GAFFUD	San Pablo City Campus
ANA DIGI FRANCISCO MERAÑA	San Pablo City Campus
CATHERINE S. SEMPIO	San Pablo City Campus
ELMA D. BAUTISTA	Los Baños Campus
MAY P. BELARMINO	Los Baños Campus
RACHELL CHAVEZ GALLNO	Los Baños Campus
MYRNA O. MEDRANO	Los Baños Campus
CARMELA JHOY G. MERCADO	Los Baños Campus
RICARDO F. WAGAN III	Los Baños Campus

KEVIN A. AMANTE

Technical Staff

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The following accounts are the minutes of the meeting:

- *Preliminaries:* Engr. Rommel Octavius R. Nuestro, Chairperson for Quality Assurance at the Siniloan Campus, served as the moderator of the event. For the preliminaries of the meeting, Engr. Nuestro asked the Information and Communications Technology Services (ICTS) personnel to play the audio-video presentations for the invocation, national anthem, and university hymn.
- *Presentation of the Agenda.* Dr. Alberto D. Yazon, Director for Quality Assurance, headed the meeting. Dr. Yazon welcomed the participants for the consultation meeting, gave the objective of the meeting, and presented the agenda for the meeting, namely: ISO 2nd Follow Up Remote Audit Report; Review of LSPU LCP; Activities and





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Timeline, and ISO Recertification Preparation.

- *Results and Findings of the 2nd Follow up Remote Audit.* Dr. Yazon reviewed with the body the positive findings, opportunities for improvements (OFI), minor non-conformity, and recommendation from the external auditors.

The ten (10) positive findings noted by TUV Rheinland are the following:

No.	Unit/Department Site	Positive findings
Site 1/HQ: Brgy. Bubukal, Sta Cruz, Laguna		
1	College of Arts and Sciences	The following motivational activities for the students and faculty were initiated: -Giving of Awards/Certificates and Recognitions to Board Passers in the BS Psychology and BS Chemistry Programs. -Giving of Awards/Certificates and Recognitions to students Dean's Listers in all Programs. -Giving of Awards/Certificates and Recognitions to Faculty members who obtain Outstanding remarks in their Teaching Effectiveness, and exemplary performance in research and extension.
2	LSPU Contingency/Learning Continuity Plan	The organization was able to establish the LSPU Contingency Plan and LSPU Learning Continuity Plan as best practices of the university during the pandemic
3	Student Mapping – Academic Heads	The organization was able to make a study and conduct student mapping as an output in the needs assessment and align the appropriate learning modality for the teaching-learning process.
4	Production	Despite the pandemic the production group have resorted to identifying and tapping other activities within its control to ensure business survival for the current year such the development or improvement of its food processing education and marketing activities. The group also manage to create business opportunities to its supplier to help maintain their business.
5	Research – San Pablo	Commendation on meeting the target for research (completed report and publication).
6	Awards/Recognition	Commendation on the following awards and recognitions received : - re-certification of ISO 9001:2015 among 4 campuses - recognized by Government Quality Management System (GQMS) - Level I Institutionally Accredited by AACCUP - establishment of LSPU-Liliw Extension Classes - granted as a CPD-provider agency - renewed International linkages with educational institutions in Vietnam - recognized as cooperation partner of PersCert TUV since March 2020 in providing the training program TRAIN THE TRAINER (Basic) in unlimited duration
Site 2: Malinta, Los Baños, Laguna		
7	Library – Los Banos	The following are laudable library services: -well maintained and orderly learning facility -giving assistance to students and faculty through social media -free e books added to the collection of the library
Site 3: Brgy. Del Remedio, San Pablo, Laguna		
8	San Pablo – Medical/Dental	Facilitating of health awareness campaign both for employees and for students in collaboration with GAD dated February 13-14, 2020.
Site 4: L. De Leon St., Siniloan, Laguna		
9	Siniloan - IT	Enhancement of ICT Infrastructure Fiber Backbone. As of October 2020, this project is complete. This is noteworthy. Management of Google Form for gathering customer feedbacks, suggestions and any concerns relative to ICT request.
10	Office of the Student Affairs	Proactive approach on the interface of the OSA Action Plan AY2020-2021 by presenting a clear description for expected output for traceability.

Meanwhile, there are twenty-two (22) opportunities for improvement (OFI)



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identified by the external auditors. Some of these include:

No.	Unit/Department Site	Recommendations and opportunities for improvement
Site 1/HQ: Brgy. Bubukal, Sta Cruz, Laguna, 4009, Philippines		
1	Top Management	May include in the minutes of the management review, the feedback from relevant interested parties and the overall performance of other external providers (e.g. part-time faculty members, consultants for academic services, etc.)
2	Internal Audit	<p>Ensure to consistently retain documented information as evidence of competence for all the training attended by the internal auditors.</p> <p>Need to identify real root cause for identified non-conformity and ensure the corrective action addresses the root cause to prevent recurrence. As sampled, corrective actions established are correction or immediate action in nature (e.g. NCAR No. 2020-NCAR-068)</p>
3	HR	<ul style="list-style-type: none"> - Consider revisiting OPCR for appropriate accomplishment rating (e.g. should be percentage satisfaction rating instead of attended webinars conducted by CSC and ARTA) - Ensure unmet target is included in risk registry for appropriate improvement action (e.g 37.5% plantilla position filled). - May consider identifying risk specific per campus on top of the general risk which is being used by all campuses.
4	Guidance	<p>Online needs assessment to determine immediate needs of students especially this pandemic is on-going. Progress will be checked next visit. Also, may consider including assessing specific needs that may be applicable to PWD students.</p> <p>Consider including target date on the risk register action plan for monitoring and control. Likewise , may consider clarifying existing control plan from future plan(e.g. (e.g. enhancement of online system)</p>
5	Risks and opportunities management	Observe timely updating of Risk Register per status of action e.g. SPO-007. Likewise, may document as well the effectiveness of actions taken for risks and opportunities
6	Registrar	Revisit the suitability of objective relative to the increase on enrollment of foreign students
7	MIS	Though result of the Citizen's Charter Satisfaction Survey for 11 Frontline Offices remains high, consider analyzing and evaluating the feedback/comments received per each office for appropriate action.
8	Customer Complaints – All Campuses	All sources of customer complaints may be validated, summarized, analysed and presented in the management review
9	Design and Development – All campuses	May ensure the availability of Certificate of Program Compliance (COPC) of different programs offered by the university
10	Classroom Observation -Site 1	<p>The following may be improved:</p> <ul style="list-style-type: none"> - Font should be bigger with fewer words in a slide that can be seen even the students are using their cell phones - Minimize the noise when students are answering in chorus (e.g. use of emoticons or hand signal) - Call the attention of students not wearing proper uniform in the kitchen (e.g. no hairnet and etc.) - Contingency plan if the video or presentation will hang during instruction
11_MC	Customer Satisfaction	Based on the results of the customer satisfaction results, may define the action to be taken at each site to address the feedback of surveyed respondents of low satisfaction obtained by the organization on its internet services and comfort room facilities.
12	Production	May include in the evaluation of the performance of accredited suppliers the review of their financial status as reliable supplier as a result of the effect of the pandemic.

For the OFI, Dr. Yazon recommended that although some of the OFIs might



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have been identified from a selected site only, it would be best for other process owners to conduct their own self-assessment or auditing to determine if the identified OFIs exists in their sites. He also emphasized that there is a note from the document wherein it is stated that the items from OFIs may be visited, particularly how the university took action for the specified OFI.

Finally, a minor non-conformity was found during the auditing. Quoted from the presentation:

“The standard requires that the organization shall retain documented information in applying controls to the design and development process to ensure that reviews, verification and validation are conducted and evaluate the ability of the results of design and development to meet the requirements. However, the documented information for the review, verification and validation of the following modules were not evident at the time of the audit:

1. Mathematics of the Modern World
2. Kitchen Essentials

Moreover, these learning contents were delivered to the students already.”

For the said minor non-conformity, Dr. Yazon shared that the university took an immediate action for this. A meeting was conducted and the non-conformity form was accomplished which was then submitted to TUV Rheinland in November 2020. The said report is comprised of a root cause analysis, corrective actions taken, and evidences for the said actions. Upon submission of the said report, the LSPU was granted the recommendation “maintenance of existing certification”, hence, re-certification.

- *Review of the Learning Continuity Plan.* Upon the surveillance audit, Dr. Yazon shared that they realized the need to review the crafted Learning Continuity Plan (LCP). Specifically, this focuses on the quality assurance measures for the learning materials.

Dr. Yazon informed the body that this coming semester, the university will continue utilizing the self-paced learning modules (SLMs), one of the best practices of the university. It is also one of the evidences for the approval of the Board for the LCP and for CHED recognition for the university as one of the best higher education institutions (HEIs) in the region. In line with this, Dr. Yazon sought for the continued cooperation of the members of the University Cluster Curriculum and Review Committee (UCCRC) in the accomplishment of the SLMs. As pilot-tested from the previous year, the recommendations from the implementers and end-users are to be considered for improvement.

- *Activities and Timeline.* For the information and guidance of everyone, Dr. Yazon also presented the timelines of activities that the members should take note of:



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Activity	Date	Time	Facilitator	Units Involved
1. Re-orientation on First Surveillance Audit (FSA) / Re-certification Audit (RA)	August 4, 2021	9:00am – 10:00am	Dr. Alberto D. Yazon IQA – Lead Auditor	All Process Owners, IQAs, Senior Officials
2. Internal Audit Awareness and Preparation	August 4, 2021	10:00am – 12:00nn		
3. Internal Audit	August 16 – 20, 2021	8:00am – 5:00pm	IQA-Team Leader/Lead Auditor	
4. Management Review	August 23, 2021	9:00am – 12:00nn	IQA-Team Leader/Lead Auditor	
5. Capability Assessment	September 9, 2021	To be Announced	TUV-Rheinland	
6. Follow-up Internal Audit	September 13 – 17, 2020	8:00am – 5:00pm	IQA-Team Leader/Lead Auditor	
7. Management Review/ Briefing prior the Remote Audit / Audit Plan	September 20, 2021	9:00am – 12:00nn	IQA-Team Leader/Lead Auditor	
8. Recertification Remote Audit (Actual Audit)	September 29 – 30, 2021	8:00am – 5:00pm	TUV Rheinland Audit Team	

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For preparations, the following documents were enumerated for filing for the auditing: Quality Manual; Procedure Manual; Work Instructions; OPCR (July to December, 2020 and January to June, 2021); University – wide Contingency Plan; Learning Continuity Plan; Unit – specific Contingency Plan (if any); Survey Results and Analysis (Minutes of the Meeting that shows that you evaluate and analyze the result of your Client Satisfaction Survey); Updated Risk Register; Records (latest revision) containing existing statutory and regulatory requirements that must be strictly followed (with legal, financial, institutional implications, etc. if violated) – date of issue may be earlier than Oct. 2020 e.g. BOR Resolution, OUP Policies. Interim Guidelines, CHed Advisories, IATF/DOH Guidelines, etc.; Minutes of the Meeting (s) Please include the following: Minutes of the Meeting(s) for Review of Procedures Communication Letters (Internal/External); Office Memorandum (if any) issued either by your unit or by other units of LSPU that are related to your unit's functions/operations/procedures/processes; Forms generated by your office/units (if any); Internal Guidelines (if any); Technical/Narrative Reports (if any); Important email correspondences (if any); Other Pertinent internal documents/records related to your unit's daily operations or functions, procedures and/or processes; External documents/records that are necessary to your unit's daily operations or functions, procedures and/or processes; and for offices/units with NCs and OFIs, a separate folder for the evidences that will prove that your action plans were implemented.

- **Clarifications and Concerns.** After the presentation, Dr. Yazon opened the virtual floor for any questions, clarifications, and other relevant concerns.
 1. **Compliance to OFI.** Recognizing that there are new members, Mr. Cornelio R. Molon requested for Dr. Yazon to reiterate the possible consequences should the OFIs are not complied. To this, the latter explained that failure to address them might result in non-conformity. The members were also encouraged to make necessary preparations such as plan of actions for the identified OFIs.
 2. **Issuance of NCRs.** Engr. Raniel Louie W. Mendiola, the new team leader at the Sta. Cruz Campus, inquired on the NCRs issued to the university. To this, Dr. Yazon encouraged the process owners to design a plan of activities and make a narrative report to be reviewed by the quality management review of the campus. This is a recommendation he made in order to do away with the issuance of NCRs and



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lessen the documentations.

Engr. Mendiola reiterated that in the previous audits, NCRs and OFIs were appearing in the reports, hence, the inquiry for its issuance. However, Dr. Yazon shared that from his understanding, NCRs are issued if there is a need for root cause analysis and corrective actions needed to be verified by IQA or team leaders.

Mr. Molon also explained that since it is the external auditing team, TUV Rheinland, that observed the OFIs, their recommendations become the basis for the conduct of corrective actions. Dr. Yazon shared that it is the responsibility of the university to comply with the OFIs; however, it is no longer the priority of the external auditors to have the OFIs to be brought up. For OFI, there is no evidence presented to the external auditors; only NCRs are provided with evidences.

Dr. Rolando Cruzada shared that although OFIs are not the requirement of external auditors, it should be directly addressed by the process owners; otherwise, the recurrence of OFI might result in NCR, hence, the caution.

3. As final note, Dr Yazon reminded the body to consider a humanitarian approach in the processing of auditing. He also shared the slides used for the presentation.

Upon hearing no other concerns, the meeting was adjourned. A separate meeting succeeded among internal auditors.

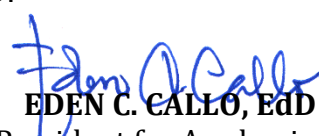
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I hereby attest that the foregoing minutes of the Internal Quality Auditors (Process Owners) Meeting via Zoom Meet on August 4, 2021, which are contained in ten (10) pages, including this page, are true and correct records of the proceedings of the Internal Quality Auditors (Process Owners) meeting.

CERTIFIED TRUE AND CORRECT:


ALBERTO D. YAZON, PhD
Director for Quality Assurance

ATTESTED:


EDEN C. CALLO, EdD
Vice President for Academic Affairs



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INTERNAL QUALITY AUDITORS

MINUTES OF THE QUALITY MANAGEMENT REPRESENTATIVES (TOP MANAGEMENT), INTERNAL QUALITY AUDITORS, AND PROCESS OWNERS MEETING HELD VIA ZOOM ON SEPTEMBER 3, 2021, 9:00 AM

PRESENT

Top Management

	<i>Vice President</i>
DR. EDEN C. CALLO	Academic Affairs
ENGR. BELTRAN P. PEDRIGAL	Administration
DR. ROBERT C. AGATEP	Research and Development
	<i>Campus Director</i>
ENGR. MANUEL LUIS ALVAREZ	Sta. Cruz Campus
JOEL M. BAWICA	Los Baños Campus

Internal Quality Auditors and Process Owners

Academic Officials and Staff

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DR. EDITHA R. PEREY	College of Agriculture
DR. RICHARD C. AMPO	College of Arts and Sciences
DR. MARYJANE D. FUENTES	College of Business Management and Accountancy
DR. JEFFERSON L. LERIOS	College of Computer Studies
ENGR. JONNEL K. PABICO	College of Engineering
JOSELITO S. MIRANDA	College of Fisheries
CHARMINE V. RIVERA	College of Hospitality Management and Tourism
DR. FREDDIE S. PINUELA	College of Industrial Technology
	<i>Associate Dean</i>
	<i>College of Arts and Sciences</i>
DR. JULIE FE D. PANOY	San Pablo City Campus
JEROME S. NICOLAS	Los Baños Campus
	<i>College of Business Management and Accountancy</i>
GRACE M. ESMADÉ	Siniloan Campus
DR. DESIREE WAGAN	San Pablo City Campus
	<i>College of Computer Studies</i>
REYNALÉN JUSTO	Sta. Cruz Campus
ARCHIEVAL M. JAIN	Siniloan Campus
RONNEL A. DELA CRUZ	San Pablo City Campus



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2		<i>College of Criminal Justice Education</i>
3	WILFREDO D. DALUGDOG	Siniloan Campus
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5		<i>College of Engineering</i>
6	ENGR. MENCHIE DEL ROSARIO	Siniloan Campus
7	ENGR. PAUL ENRICO F. PUYO	San Pablo City Campus
8		
9		<i>College of Food Nutrition and Dietetics</i>
10	DR. ERICA B. TABUAC	Los Baños Campus
11		
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21	DR. KAREN MANAIG	Los Baños Campus
22		
23	<i>Administrative Officials and Staff</i>	
24		<i>Director</i>
25	MARY GRACE P. GALLARDO	Alumni and Placement Services
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30	MARIA LIRIO C. RAGEL	Human Resource Management
31	HOSEAL B. GAYMAN	Library Services
32	ENGR. RANIEL LOUIE W. MENDIOLA	Management Information System
33	DR. ALBERTO D. YAZON	Quality Assurance
34	JAYSON N. OLAYTA	Student Affairs Services
35		
36		<i>Chairperson</i>
37		<i>Admission and Registrarship</i>
38	EVELYN B. NAPIZA	Sta. Cruz Campus
39	MA. GRACIELLA C. PRADILLADA	Siniloan Campus
40		
41		<i>Alumni Affairs and Placement Services</i>
42	JENNELYN E. ESPINUEVA	San Pablo City Campus
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44		
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*Curriculum and Instruction
 and Development*
 Sta. Cruz Campus

DR. VILMA M. GERONIMO

Extension and Training Services
 Siniloan Campus
 Los Baños Campus

AIMEE CONCEPCION CHAVEZ
 RACHELLE C. GALLANO

Guidance Services
 Sta. Cruz Campus
 Los Baños Campus

ABIGAIL O. VIAR
 NOEMI B. NUÑES

Human Resource Management
 San Pablo City Campus
 Los Baños Campus

ANNALIZA B. DE ROMA
 EFREN R. DELA PAZ, JD

*Information and Communications
 Technology Services*
 San Pablo City Campus
 Los Baños Campus

NEIRRO C. ILAGAN
 LOYD S. ECHALAR

International and Local Affairs
 Sta. Cruz Campus
 San Pablo City Campus

CELESTE C. MARQUEZ
 CHESTER DEREQUITO

Library Services
 San Pablo City Campus

MARIA NINA GRACE C. PASTORFIDE

Planning and Development
 Sta. Cruz Campus

ENGR. MARICEL M. MATUTO

Physical Plant and Site Development
 Siniloan Campus
 Los Baños Campus

WILFREDO G. TUSO, III
 CRISTOPHER M. MENDOZA

Quality Assurance
 Sta. Cruz Campus
 Siniloan Campus
 San Pablo City Campus

DR. ENRICO R. RIVANO
 ENGR. ROMMEL OCTAVIUS R. NUESTRO
 LORENA H. GARCIA

Research and Development
 San Pablo City Campus
 Los Baños Campus

DR. DELON A. CHING
 OFELIA B. MANINGAS

Scholarship and Financial Assistance
 San Pablo City Campus
 Los Baños Campus

DR. AGRIPINA F. BANAYO
 FLORA H. SALANDANAN



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1		<i>Senior High School</i>
2	DR. RAY SAMUEL G. GRECALDA	Sta. Cruz Campus
3		
4		<i>Sports Development</i>
5	DR. LIZA L. BARTOLOME	Sta. Cruz Campus
6		
7		<i>Student Affairs and Services</i>
8	ALBERTO B. CASTILLO	San Pablo City Campus
9		
10		<i>Coordinator</i>
11	DR. VICTORIA E. TAMBAN	Innovation and Technology Support Office
12		
13	CHRISTIAN A. CALABIA	Administrative Aide V
14	SIEGFRIED S. CRUCILLO	University Nurse
15		
16	<i>Internal Quality Auditors</i>	
17	ENGR. TERESITA F. BUENO	Siniloan Campus
18	CORNELIO R. MOLON	Siniloan Campus
19	FLAVIANO URERA JR.	Siniloan Campus
20	MERCY GRACE I. SALIENDRA	Siniloan Campus
21	MARCO DEL ROSARIO JR.	San Pablo City Campus
22	CATHERINE A. CASTILLO	San Pablo City Campus
23	LIVIEN U. CIABAL	San Pablo City Campus
24	FLOREIZL P. VENTOCILLA	San Pablo City Campus
25	GLEN P. CORTEZANO	Los Baños Campus
26	MARGARITA A. GALANG	Los Baños Campus
27	ROSEMARIE A. MALAPAYA	Los Baños Campus
28	KRISTELLE ANN R. TORRES	Los Baños Campus
29		
30	<i>Process Owners</i>	
31	BRAINARD H. REYES	Sta. Cruz Campus
32	CLAUDETTE LUI M. REYES	Sta. Cruz Campus
33	MA. CECILIA C. GATBONTON	Siniloan Campus
34	LARA JANE R. IMPERIAL	San Pablo City Campus
35	ANA DIGI FRANCISCO MERAÑA	San Pablo City Campus
36	ELENOR C. TAN	San Pablo City Campus
37	MAY P. BELARMINO	Los Baños Campus
38	MYRNA O. MEDRANO	Los Baños Campus
39	RICARDO F. WAGAN III	Los Baños Campus
40		
41	KEVIN A. AMANTE	Staff, Office of the Vice President for Academic Affairs
42		
43	IVAN CRISS R. CATAÑEDA	Staff, CBMA-Sta. Cruz Campus
44	JOHN CARLO A. PANGILINAN	Staff, CCS-Sta. Cruz Campus
45	SHANEE MAY R. GONZALES	Staff, PPSD-Siniloan Campus
46	SHARON S. BANDERLIPE	Staff, CONAH-Sta. Cruz Campus

x _____ x
 The following accounts are the minutes of the meeting:



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A. PRELIMENARIES

Rationale: Mrs. Glen P. Cortezano, Internal Quality Auditor at the Los Baños Campus, who served as the moderator of the meeting, called in Dr. Alberto D. Yazon, Director for Quality Assurance, for the rationale of the meeting. Upon greeting all the attendees, Dr. Yazon presented the overview of the meeting, the objective of the meeting, ISO general framework, and the seven (7) principles of management system auditing.

Agenda of the Meeting: Putting the meeting into order, Dr. Yazon presented the agenda for the meeting, to wit:

- presentation and Approval of the minutes of the previous meeting;
- rescheduled ISO Activities and Timeline;
- updating of Risk Register;
- updating of Office Performance Commitment and Review (OPCR); and
- remote Internal Audit Plan.

B. PRESENTATION AND APPROVAL OF AGENDA

1. Presentation and Approval of the Minutes of the Previous Meeting

Dr. Yazon presented to the body the minutes of the meeting held on August 4, 2021, via Zoom. The agenda presented during the meeting included: ISO 2nd Follow Up Remote Audit Report; Review of LSPU LCP; Activities and Timeline, and ISO Recertification Preparation. After the presentation, Mrs. Cortezano called for any comments and corrections. Hearing no feedback, Engr. Rommel Octavio R. Nuestro, Chairperson for Quality Assurance at the Siniloan Campus, moved for the approval of the minutes of the previous meeting, duly seconded.

APPROVED

2. Rescheduled ISO Activities and Timeline

Dr. Yazon presented the final schedule to the body, for the members to be informed of the plan the university has concerning auditing activities.

Activity	Date	Time	Facilitator	Units Involved
1. Orientation/Consultation Meeting with the Process Owners	Sept. 3, 2021	9:00am	IQA-Team Leader/Lead Auditor	Top Management/ IQA/ DCC/DCO/Process Owners
2. University-wide Remote Internal Audit	Sept. 15-17, 2021	8:00am - 5:00pm	IQA-Team Leader/Lead Auditor	
3. Management Review	Sept. 22, 2021	9:00am - 12:00nn	IQA-Team Leader/Lead Auditor	
4. Capability Assessment	Sept. 29, 2021	8:00am - 5:00pm	TUV-Rheinland	
5. University-wide Follow-up Remote Internal Audit/Management Review/ Briefing prior the Remote Audit / Cascading of Audit Plan	Oct. 14-15, 2021	8:00am - 5:00pm	IQA-Team Leader/Lead Auditor	
6. Recertification Remote Audit (Actual Audit)	October 18 - 19, 2021	8:00am - 5:00pm	TUV Rheinland Audit Team	

Dr. Yazon also noted the possibility of the auditing to be conducted for one (1) day only, similar to what happened last year, depending on the auditing team.

PRESENTED



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University-wide Internal Auditing. Before proceeding to the next agendum, Mr. Cornelio R. Molon, Internal Quality Auditor at the Siniloan Campus, asked Dr. Yazon to share to the body the decision the internal quality auditors (IQA) came up with during a separate meeting, since the decision they came up with will be affecting everybody in the conduct of the auditing. To this, Dr. Yazon informed the body that the team leaders and IQAs agreed that the system of the remote audit will be university-wide. The units will meet in a single room where there will be four or five auditors from different campuses to perform remote auditing. Such a practice could be regarded as one of the best practices of the university. After finding out some incongruities in the practices among sites (i.e., an area as a minor non-conformity in one campus perceived as having best practice in another site); hence, there was a need to have an alignment of processes.

PRESENTED

3. Updating of Risk Register

Engr. Raniel Louie W. Mendiola, Team Leader for the Sta. Cruz Campus, provided a re-orientation on risk register, referring to the reports on file which were submitted last year. Engr. Mendiola reminded the body that the risk register is a running document, hence, the need to update from time to time. As an example, he used the risk register report of the Management Information System (MIS), specifying the template units (cells).

He also reminded the attendees that it is important for the external auditors (i.e., TÜVRheinland) to see that the university is monitoring the risk assessment reports. Hence, the risk register report per unit, which shall be common among campuses, must be available should it be asked for a review by the auditors.

After the presentation, Ms. Marie Ammabelle I. Cabildo, Director for Budget and Finance Services, clarified the status/remark in the risk register should the risk for a unit be addressed in two campuses yet not yet for the remaining campuses. Specifically, Ms. Cabildo was referring to the reminder Engr. Mendiola mentioned earlier that the risk report for a unit shall be the same for all campuses. To this, Engr. Mendiola suggested that in such a case, the campuses which had already addressed the concern may share the plan they implemented with the remaining campuses. He emphasized that the risk register is system-wide, hence, the risk should be resolved among all campuses for a unit.

Dr. Richard C. Ampo, Dean for the College of Arts and Sciences (CAS), asked Engr. Mendiola for a copy of the risk register reports. To this, Engr. Mendiola settled to send a copy of the report to a specific person per office/unit.

For technical clarity, Engr. Mendiola asked Dr. Yazon if the records of the two offices Curriculum and Instruction Development (CID) and Quality Assurance (QA), formerly a single unit, would be separated or remain as one. To this, Dr. Yazon said that the report will retain its status as a combined report for the time being.

Referring to the risk register report for the academics, Dr. Eden C. Callo, Vice President for Academic Affairs, asked what the remarks would be for a risk that is due in December 2021. Engr. Mendiola confirmed that it will still be open; should a risk remain open beyond the indicated date for resolution, the plan for action may be updated. Dr. Yazon also added that the remarks for the opportunity



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assessment may be changed from "accept" to "share" since there are colleges that contributed to the improvement of the program through Certificate of Program Compliance (COPC) and other compliance reports (e.g., accreditation).

Engr. Mendiola reminded the body that the reports and updates should be finalized by the concerned individuals/owners before sending to him for record-keeping.

NOTED

4. Updating of the Office Performance Commitment and Review (OPCR)

Engr. Mendiola presented the Office Performance Commitment and Review (OPCR), stressing its importance as a record to be shown to the auditors since it contains the targets and accomplishments of the office/unit. As an example, Engr. Mendiola referred to the OPCR of the Management Information System (MIS), specifying its content and how to go about it.

Engr. Mendiola also noted the changes that will transpire with the approval of the new strategic plan and its changed strategic objectives, aligning the OPCR with the new objectives.

LSPU Strategic Plan 2020-2024. Dr. Adriel G. Roman, Director for Planning and Development, continued the presentation, picking up on the concern raised by Engr. Mendiola on the alignment of the OPCR with the new strategic objectives. Dr. Roman shared that, to his understanding, the university will be audited based on its current and previous status, whereas the approval of the strategic plan was on July 2021 only.

Dr. Roman proceeded with a brief presentation of the LSPU Strategic Plan 2020-2024, detailing the salient activities such as the seminar workshop, presentation to the councils, recommendations of the board, consultation with the regional director, until reaching approval.

Going back to the concern raised earlier, a meeting/consultation will be scheduled for the recalibration of the OPCR with the new strategic objectives.

Clientele Satisfaction Survey. Mr. Jayzon N. Olayta, Director for Student Affairs and Services (SAS), raised his concern on the OPCR for SAS. He informed the body on the plan of SAS to revise the existing OPCR of SAS since it is not aligned with the strategic plan and new CMO for SAS. To this, Dr. Roman concurred with the need for revision; however, it should go with observance to the time frame.

Mr. Olayta also raised the concern on the updating of the content of the clientele satisfaction, especially since the applicability of ratings refers to a face-to-face situation and not on the online setting. Mr. Olayta shared the low rating they gathered with the justification of the students (end-users) not knowing if the facilities they were asked to rate have already improved, hence, the poor rating. To this, Engr. Mendiola suggested the use of the option "Not Applicable" or "NA". He also noted that the ISO forms can be revised by the head of the unit. This was backed up by Mr. Hoseal Gayman, Director for Library Services and former Lead Auditor, clarifying that the content (e.g., questions asked) is not being controlled for ISO, so long as it is reviewed and approved by the head of the unit. Mr. Gayman reiterated that what is important to the auditors is that the forms are reviewed and approved before implementation. In addition to what Engr. Mendiola and Mr. Gayman said, Mr. Molon reminded Mr. Olayta to conduct consultation with chairpersons and have the proceedings of the consultation



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recorded, keeping the minutes of the meeting for filing and reference.

Ms. Cabildo clarified the evaluator/signatories for the OPCR. Engr. Mendiola explained that the OPCR of a unit is to be evaluated by the campus director where the unit is situated/housed. The director for the unit/office should have a consolidated copy of the OPCR for the unit/office. Mr. Gayman explained that for directors, there will be two (2) preparations to take note of, one is the four OPCR for each campus and one for a consolidated OPCR for the unit.

OPCR Rating. Ms. Cabildo also clarified for the rating to be given, specifically the maximum point to be given. To this, Dr. Roman explained that a rating of five (5) can be given should the specific items be satisfied, with a special note on the part for the budget. In connection to this, A/Prof. Joel Bawica, Campus Director for the Los Baños Campus, inquired if the rating to be given should be a whole number, observing units/offices using ratings with decimal points (e.g., 4.2., 4.7). Although it is the Campus Director that should be doing the rating, there has been a practice in other campuses wherein self-assessment is being practiced.

Going back to the concern of Mr. Olayta, Mr. Edward S. Flores, Director for Information and Communications Technology Services (ICTS), shared that there is an in-house-developed program for the form. Should there be changes in the form, Mr. Flores asked the body to let them know to update the system.

A/Prof. Sandra P. Mesina, Chairperson for International and Local Affairs (ILA) at Siniloan Campus, raised her concern regarding their unit, specifically on the number of students for in-bound and out-bound. A/Prof. Mesina asked if they still need to include the numerical targets in the form, specifically July to December, given the limitation of the condition due to the pandemic. To this, Engr. Mendiola suggested indicating zero (0) for accomplishment since it is not feasible brought about by the pandemic. On the interventions sought by A/Prof. Mesina, Engr. Mendiola suggested that this concern be indicated in the risk register.

Going back to the unsettled concerns, Dr. Roman suggested resolving the concern for uniformity, which CD Bawica suggested to be moved into a motion. Dr. Roman put the concern into motion, seconded to the body. However, clarifications were raised regarding it.

On the clarification asked by Ms. Cabildo, Mr. Gayman explained that the use of whole number rating shall be used for individual cells (Quality, Efficiency, Timeliness, Average: QETA); however, for the average rating wherein the result is likely to have decimal points, the results shall be as is.

Dr. Victoria E. Tamban, Chairperson for Innovation and Technology Support Office (ITSO) at the Los Baños Campus, shared that, as Dr. Roman stated, the whole number shall be used since there is no rating in the decimal point indicated in the form.

Before proceeding with the next concern, Mr. Molon asked the body to put the pending concern into motion as it was not formally approved, hence, a call for voting. Votes were cast online, gathered by Mrs. Cortezano. Having gathered the majority of the votes, the motion was approved:



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INTERNAL QUALITY AUDITORS RESOLUTION 001
Series of 2021

UNIFORM NUMERICAL RATING PRACTICE FOR IPCR AND OPCR

BE IT RESOLVED AS IT IS HEREBY RESOLVED THAT THE RATING IN THE CELLS FOR THE QUALITY, EFFICIENCY, TIMELINESS, AND AVERAGE (QETA) OF THE OFFICE PERFORMANCE COMMITTEE REVIEW (OPCR) AND INDIVIDUAL PERFORMANCE COMMITTEE REVIEW (IPCR) SHALL USE WHOLE NUMBERS ONLY (I.E., NO DECIMAL RATING)

APPROVED

Self-Assessment for OPCR and IPCR. Going back to other concerns on OPCR and IPCR, Dr. Roman shared that local and university-wide management teams have been created which are responsible for the reviewing and updating of the OPCR and IPCR. Specifically, Dr. Roman expressed the need to do away with self-rating and the desire to put it into motion. Having no comments received from the body, Dr. Roman put the concern into motion, duly favored by the majority:

INTERNAL QUALITY AUDITORS RESOLUTION 002
Series of 2021

NON-ISSUANCE OF SELF-RATING FOR IPCR AND OPCR

BE IT RESOLVED AS IT IS HEREBY RESOLVED THAT THERE SHALL BE NO SELF-RATING TO BE ISSUED FOR OFFICE PERFORMANCE COMMITTEE REVIEW (OPCR) AND INDIVIDUAL PERFORMANCE COMMITTEE REVIEW (IPCR) AMONG ALL UNITS AND ACROSS CAMPUSES OF THE UNIVERSITY

PROVIDED, THAT THE PERFORMANCE MANAGEMENT TEAMS, BOTH THE LOCAL AND UNIVERSITY-WIDE, SHALL BE RESPONSIBLE TO ACCOMPLISH THE OPCR AND IPCR

APPROVED

Revision of the OPCR and IPCR. Covering all the matters relative to the OPCR and IPCR, Dr. Roman also raised the concern on the rating relative to the Likert scale. Dr. Roman suggested the use of a standard range/scale to be referred to for a more considerate rating. As clarified by CD Joel, this will only be used for the final rating.

In connection to this, Mr. Gayman asked if Dr. Roman has a proposed scale to which the latter shared to the body: 4.50-5.00, 3.50-4.49, 2.50-3.49, 1.50-2.49, and 1.00-1.49, with the following adjectival rating of "Outstanding", "Very Satisfactory", "Satisfactory", "Fairly Satisfactory", and "Poor".

Wilfredo D. Dalugdog, Associate Dean for the College of Criminal Justice Education (CCJE) at Siniloan Campus, shared that there is a clear explanation on the use of the Strategic Performance Management System (SPMS) from the Civil Service Commission (CSC), as per MC No. 6, 2012. To this, Dr. Roman shared that the said CSC memo was also referred to as the basis for the university



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OPCR/IPCR. Dr. Agripina F. Banayo, Chairperson for Scholarship and Financial Assistance at the San Pablo City Campus, suggested the use of the rules of rounding numbers.

Dr. Robert C. Agatep, Vice President for Research and Development, inquired on the appropriateness of the body to craft an enhanced instrument; that is, concerning what Mr. Dalugdog shared, Dr. Agatep was clarifying if the university should follow the one issued from the CSC or the institution is allowed to craft its own, subject to specific criteria and guidelines from the said CSC memo. To this, Maria Lirio C. Ragel, Director for Human Resource Management Office (HRMO), explained that although CSC released guidelines, the institution can create its own, so long as it does not veer away from the existing principle of CSC. In line with this, Dr. Callo and Engr. Beltran P. Pedrigal, Vice President for Administration, supported the idea of the institution crafting its own instrument.

Engr. Pedrigal added that the Performance Management Team (PMT) of the institution will hold a meeting for the crafting of the instrument to be approved by the University President. Dr. Agatep pointed out that what Engr. Pedrigal said answered his query on the legitimate body to craft the instrument. Adding to this, Mr. Molon explained that the process done for the crafting of the instrument is a good practice should the auditing team require records and evidence of the process that transpired in the crafting of the instrument.

Supporting the concerns raised by Dr. Roman, Dr. Yazon moved for the adoption of the proposed rating scale as the basis of the PMT for the crafting of the performance assessment instrument. Mr. Gayman suggested that the motion be made is the revision of the performance management system.

Dr. Roman also requested for the noting of the urgency of the concern, hence, the need for immediate action. Mr. Gayman also reiterated the request for the changes to be evident by the time the next management review will be conducted. In line with this, Engr. Pedrigal, as the head of the PMT, stated that the conduct of the PMT meeting will be next week to resolve the concerns raised; this was supported by CD Bawica for the local PMT to conduct their meeting for suggestions.

NOTED

Engr. Mendiola asked if there is a need to have a presentation of the IPCR and called for any concern about it. For the discussion of the OPCR and IPCR, Dr. Roman requested their presentation in a separate meeting.

NOTED

5. Remote Internal Audit Plan

Dr. Yazon provided a quick review of the proceedings of the meeting, namely, the updating of the risk register, the preparation of the OPCR and IPCR, and the updating of the impact assessment (i.e., satisfaction survey). Dr. Yazon went on with the discussion of the auditing objectives, cycle, process (as defined in ISO 19011:2018), characterization, players, evidence, evaluation, criteria, findings, and conclusions.

Dr. Yazon also presented the Remote Audit Plan:



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Remote Audit Plan (University – Wide Internal Audit 2021)		
Audit Objective: To verify compliance on the established Quality Management System to the requirements of ISO 9001:2015	Date: August 25, 2021	
Audit Scope: All processes in Quality Management System covering Main Campus	Lead Auditor: Dr. Alberto D. Yazon	
Audit Criteria: ISO 9001:2015 requirements, statutory, regulatory and all applicable requirements for SUC's.	Team Leader: Site 1 - Engr. Raniel Louie W. Mendiola Site 2 – John Frederick B. Tesoro Site 3 – Dr. Edilberto Z. Andal Site 4 – Engr. Tess F. Bueno	
Internal Quality Auditors:		
Site 1 – Santa Cruz Campus 1. Hoseal Gayman 2. Engr. Manuel Luis R. Alvarez 3. Dr. Rina Arcigal 4. Dr. Enrico Rivano 5. Celeste Marquez 6. Rozalle Palacol 7. Arla Redoña Document Control Officer: Claudette Lui M. Reyes	Site 3 – San Pablo City Campus 1. Dr. Eden C. Callo 2. Atty. Rushid Jay S. Sancon 3. Annalyn A. Delfino 4. Engr. Neil James P. Noval 5. Angela L. Reginaldo 6. Dr. Delon A. Ching 7. Catherine A. Castillo 8. Floreizi P. Ventocilla 9. Dr. Ruby B. Brion 10. Marco N. Del Rosario Jr. 11. Lorena H. Garcia, 12. Jennylyn E. Espinueva 13. Christian A. Calabia 14. Livien U. Ciabal, 15. Siegfried S. Crucillo Document Control Coordinator: Ana Digi F. Meraña	Site 4 – Siniloan Campus 1. Cornelio R. Molon 2. Dr. Wilfredo D. Dalugdog 3. Dr. Rolando R. Cruzada, Jr. 4. Grace M. Esmade 5. Dr. Grace S. Saliendra 6. Flaviano L. Urera Jr. 7. Engr. Rommel Nuestro R. Octavias Document Control Coordinator: Jocelyn M. Francisco
Site 2 – Los Banos Campus 1. Dr. Glen P. Cortezano 2. Kristelle Ann R. Torres 3. Margarita A. Galang 4. Rosemarie A. Malapaya 5. Jeirone P. Domingo 6. Carmela Jhoy G. Mercado 7. Loyd S. Echalar Document Control Coordinator: May P. Belarmino		

Date of Internal Audit: September 15 – 17, 2021

Common clauses:		4.4; 6.1.1; 6.1.2; 6.2; 6.3; 7.4; 7.5; 9.1.2; 7.2; 7.3; 5.3; 9.1.3; 5.2.2; 8.5.2; 8.5.6; 10.2; 10.3			
Date	Time	Areas/Processes (for all 4 campuses covering Site 1, 2, 3 & 4)	Standard Chapter	Auditee/ Room	Auditor/ Room
Day 1 – AM					
Sept. 15, 2021	8:00-8:30	All	Opening Meeting	All (Main Room)	All (Main Room)
Sept. 15, 2021	8:30-9:30	Top Management	4.1, 4.2, 4.3, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.4, 9.1, 9.2, 9.3, 10.1, 10.2, 10.3	CDs/VPs (Main Room)	H. Gayman A. Yazon R. Malapaya R. Brion E. Andal C. Molon (Main Room)
Sept. 15, 2021	9:30-11:30	Academic Heads / Curriculum Design and Development / NSTP	6.1, 6.2, 6.3, 7.1.2, 7.1.3, 7.1.4, 7.1.5, 7.1.6, 8.1, 8.2.3, 8.3.5, 8.3.6, 8.5.1, 8.5.2, 8.5.3, 8.5.4, 8.5.5, 8.5.6, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.1, 10.2, 10.3	Deans/ Associate Deans/CID /QA (Room 1)	R. Mendiola J. Tesoro S. Crucillo G. Saliendra (Room 1)



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Sept. 15, 2021	9:30-11:30	Research and ITS	6.1, 6.2, 6.3, 7.1.2, 7.1.3, 7.1.4, 7.1.5, 7.1.6, 8.1, 8.2.3, 8.3.5, 8.3.6, 8.5.1, 8.5.2, 8.5.3, 8.5.4, 8.5.5, 8.5.6, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.1, 10.2, 10.3	Director/ Chairpersons (Room 2)	M. Galang N. Noval J. Espinueva R. Cruzada (Room 2)
Sept. 15, 2021	9:30-11:30	Extension including GAD	6.1, 6.2, 6.3, 7.1.2, 7.1.3, 7.1.4, 7.1.5, 7.1.6, 8.1, 8.2.3, 8.3.5, 8.3.6, 8.5.1, 8.5.2, 8.5.3, 8.5.4, 8.5.5, 8.5.6, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.1, 10.2, 10.3	Director/ Chairpersons (Room 3)	M. del Rosario C. Mercado L. Ciabal F. Urera T. Bueno (Room 3)
Sept. 15, 2021	9:30-11:30	Production/BAO	6.1, 6.2, 6.3, 7.1.2, 7.1.3, 7.1.4, 7.1.5, 7.1.6, 8.1, 8.2.3, 8.3.5, 8.3.6, 8.5.1, 8.5.2, 8.5.3, 8.5.4, 8.5.5, 8.5.6, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.1, 10.2, 10.3	BAO Director/ Chairpersons (Room 4)	C. Marquez S. Sancon L. Echalar C. Calabia (Room 4)

Day 1 - PM

Sept. 15, 2021	Sept. 15, 2021	Sept. 15, 2021	Sept. 15, 2021	Sept. 15, 2021	Sept. 15, 2021
Sept. 15, 2021	Sept. 15, 2021	Sept. 15, 2021	Sept. 15, 2021	Sept. 15, 2021	Sept. 15, 2021
Sept. 15, 2021	Sept. 15, 2021	Sept. 15, 2021	Sept. 15, 2021	Sept. 15, 2021	Sept. 15, 2021
Sept. 15, 2021	Sept. 15, 2021	Sept. 15, 2021	Sept. 15, 2021	Sept. 15, 2021	Sept. 15, 2021
Sept. 15, 2021	Sept. 15, 2021	Sept. 15, 2021	Sept. 15, 2021	Sept. 15, 2021	Sept. 15, 2021

DAY 2 - AM

Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021
Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021
Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021
Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021
Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021

Day 2 - PM

Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021
Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021
Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021
Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021
Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021	Sept. 16, 2021



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Day 3 - AM					
Sept. 17, 2021	Sept. 17, 2021	Sept. 17, 2021	Sept. 17, 2021	Sept. 17, 2021	
Day 3 - PM					
Sept. 17, 2021	Sept. 17, 2021	Sept. 17, 2021	Sept. 17, 2021	Sept. 17, 2021	
End of Audit					
Oct.14-15	Oct.14-15	Oct.14-15	Oct.14-15	Oct.14-15	

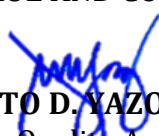
Dr. Yazon reiterated that the practice of university-wide internal auditing is seen to assure that all units among all campuses are practicing the same processes.

NOTED


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I hereby attest that the foregoing minutes of the Internal Quality Auditors Meeting via Zoom on September 3, 2021, which are contained in fourteen (14) pages, including this page, are true and correct records of the proceedings of the Internal Quality Auditors meeting.

CERTIFIED TRUE AND CORRECT:


ALBERTO D. YAZON, PhD
 Director for Quality Assurance
 LSPU IQA Lead Auditor

ATTESTED:


EDEN C. CALLO, EdD
 Vice President for Academic Affairs