





CORRECTIVE ACTION REQUEST

Source:	Title: (Title of Procedure)	CAR NO.:
<input checked="" type="checkbox"/> Internal Audit	REGION 8 COMMUNICATION CONTROL PROCEDURE	2022-AUD-024- 00
<input type="checkbox"/> Legal Noncompliance		
<input type="checkbox"/> Non-conforming Service		
<input type="checkbox"/> Others: QMS Documentation Review		
Requesting Office /Parties:		Reason for Re-issue:
Internal Quality Audit		<input type="checkbox"/> No Reply <input type="checkbox"/> Re-corrective Action
Responsible Office/Division: Region 8		Time Limit for Reply: <i>5 days from the date of receipt of the CAR</i> 11 November 2022
NONCONFORMANCE (ISO Element deviated and description of NC): Clause 8.1 The organization shall plan, implement and control the processes needed to meet the requirements for the provision of products and services, and to implement the actions determined in Clause 6. However at the time of the audit, the auditee mentioned that the submission of summary of incoming communication report is not done monthly and upon checking the records, the last submission of summary of incoming communication report is a consolidated report that covers January to June while there's no submission for summary of outgoing communication report. This is a deviation from their enrolled procedure.		
Request Date:	Prepared by:	Approved by:
07 November 2022	OLIVER JOHN R. ARENAS Internal Quality Auditor	ATTY. REYNALDO L. CHING ISO FACILITATOR
RESULT OF VERIFICATION OF OCCURRENCE/POSSIBLE OCCURENCE TO OTHER OFFICE/DIVISION:		
Office/ Division:	Result:	
DOT Region 8	Did not occur anywhere else	
CAUSE(S): The monthly incoming and outgoing matrix was not sent via email. Inadvertently overlooked the process of submitting the monthly incoming and outgoing matrix due to multiple workloads overlapping of work assignments of the assigned staff.		

CORRECTION <i>(Immediate action plan to address the NC):</i>					
Send copies of the incoming and outgoing communication matrix to the Regional Director via email.					
Completion Date: 9 November 2022		Responsible Office/Division: Office of the Regional Director		Name and Signature of Process Owner/ Director:  Ms. Thyjiacinth Ylla Mavourneen D. De Ocampo Administrative Assistant III  KARINA ROSA S. TIOPEs, CESO III Regional Director	
CORRECTIVE ACTION <i>(Immediate action to address the cause of the NC):</i>					
Prioritize and expedite submission of both incoming and outgoing communications matrix via email within 7 days of the following month, as specified in the Control Procedure or within the first week of the succeeding month. Properly orient the staff concerned in handling the documents to submit it on time.					
Completion Date: 18 November 2022		Responsible Office/Division: Office of the Regional Director		Name and Signature of Process Owner/ Director:  Thyjiacinth Ylla Mavourneen D. De Ocampo Administrative Assistant III  KARINA ROSA S. TIOPEs, CESO III Regional Director	
CLOSURE OF NC.			VERIFICATION OF EFFECTIVENESS		
<i>Note: Within 2 weeks from the date of issuance of the CAR</i>			<i>Note: After 2 months of implementation</i>		
Verified by:	Date:	Approved by:	Verified by:	Date:	Approved by:
OLIVER JOHN R. ARENAS Internal Quality Auditor		ATTY. REYNALDO L. CHING ISO Facilitator	ATTY. JENNIFER A. OLBA Lead Auditor		ATTY. REYNALDO L. CHING ISO Facilitator
Received by: (For Filing)			Date Received:		