



Republic of the Philippines
SOUTHERN LUZON STATE UNIVERSITY
Lucban, Quezon

OP
DZN-2020-01



OFFICE OF THE PRESIDENT

SPECIAL ORDER

No. 27, s. 2021

TO : Concerned Personnel

FROM : DORACIE B. ZOLETA-NANTES, PhD
University President

RE : Renewal of Designations under the Quality Management System Team

DATE : 11 February 2021

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xxx

In the exigency of service and in consideration of the request of the Head of the Quality Management System Office, the names that appear hereunder are designated as Internal Quality Auditors of their respective Colleges, to wit:

Internal QMS Auditor's Name	Designation
Dr. Patrice Grace Caneo.....	Lead Auditor, College of Administration, Business, Hospitality and Accountancy
Engr. Maurino Abuel	IQA, College of Engineering
Prof. Maria Luisa E. Barretto	IQA, College of Allied Medicine
Prof. Devie S. Bello	IQA , College of Industrial Technology
Ms. Eliza P. Beltran	IQA, Records Management Office
Prof. Winnie N. Camigla	IQA, College of Arts and Sciences
Prof.. Maritess P. De Veluz	IQA, College of Arts and Sciences
Prof. Sandra D. Elma	IQA, College of Allied Medicine
Engr. Maribelle A. Gaytano.....	IQA, Planning and Development Office
Dr. Renato R. Maaliw,III	IQA, College of Engineering
Engr. Aubee T. Mahusay.....	IQA, College of Engineering
Engr. Jerwin V. Obmerga	IQA, College of Engineering
Ms. Sylvia S. Palmero	IQA, Office of the Vice President for Research, Extension, Planning, Development and Innovation
Engr. Maurine S. Panergo	IQA, College of Engineering
Ms. Isabel Noreen R. Rairata	IQA, Library
Ms. Mary Cindy C. Salonga	IQA, Office of the University Registrar
Prof. Mariebeth P. Seño	IQA, Office of the University registrar



Republic of the Philippines
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DZN-2020-02



OFFICE OF THE PRESIDENT

Engr. John E. Tan

IQA, College of Engineering

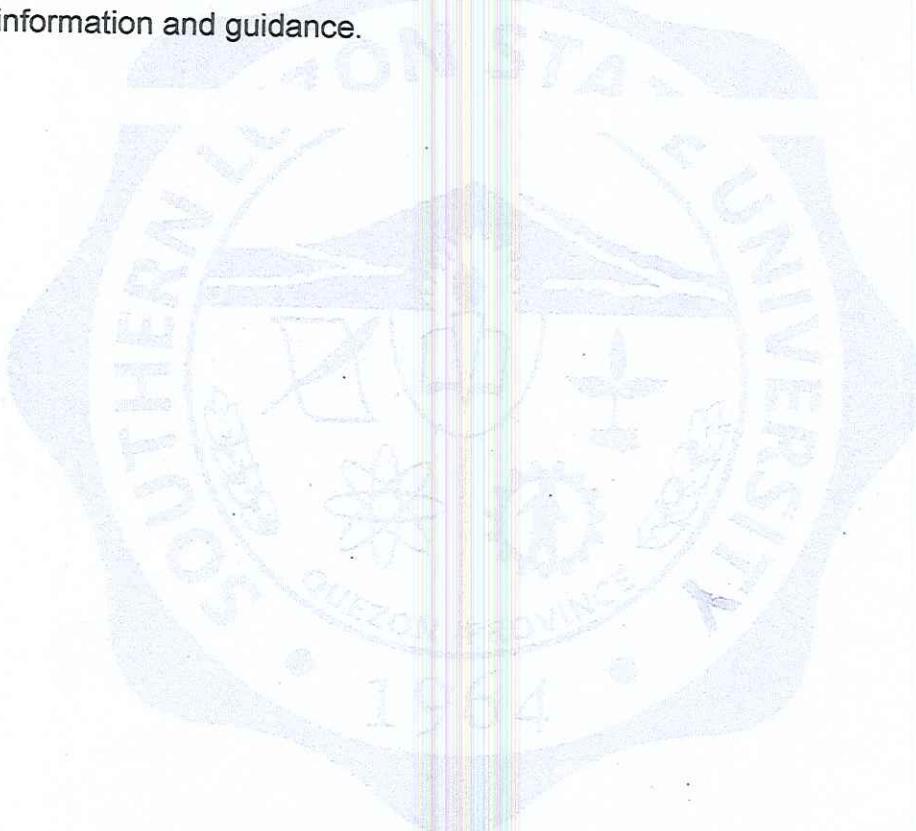
Ms. Maritess O. Villa

IQA, Office of the Vice President for
Administrative and Financial Affairs

As such, you are expected to perform the duties and responsibilities appurtenant to your respective designations. Correspondingly, you shall be entitled to one (1) ETL/ Service Credit (whichever is applicable) and to other benefits and privileges in accordance with the existing government rules and regulations.

This order is effective today and valid for one (1) year.

For your information and guidance.



emailed: Feb 11, 2021



INTERNAL QMS AUDIT ITINERARY

Rev. 1, February 16, 2021

AUDIT DATES: February 16-26, 2021

AUDIT TEAMS:

Lead Internal QMS Auditor	P Caneo
QMS-Related Processes	P Caneo, C Salonga, W Camigla
OP	P Caneo, R Maaliw III, A Mahusay, C Salonga, M Abuel, J Obmerga, N Rairata, L Palmero
AA	ML Barretto, E Beltran, D Bello, M De Veluz, M Panergo, M Seno, M Villa, R Surio
REPDI	ML Barretto, E Beltran, W Camigla, S Elma, M Gaytano, M Panergo, J Tan, L Miano, J San Jose
AFA	M Abuel, S Manzanilla, J Obmerga, S Palmero

OBJECTIVES:

- Determine the status of implementation and effectiveness of the Quality Management System (QMS);
- Verify the consistency of implementation of the organization's QMS against its documented policies and procedures;
- Determine SLSU's readiness for the third-party audit; and
- Identify areas for further improvement.

SCOPE:

- Scope: Provision of Instruction, Research and Development, and Extension Services
- Main Campus: Barangay Kulapi, Lucban, Quezon – 4328, Philippines

REFERENCE STANDARDS & CRITERIA:

- ISO 9001:2015 Standard
- SLSU's Quality Policy and QMS Requirements, applicable legal and other requirements

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
February 16, 2021					
8:30-9:00	Opening Meeting	<ul style="list-style-type: none">Introduction of Audit TeamDiscussion of Audit Itinerary & Methodology	-	Top Management + QMS Working Committee	All Auditors
10:00-12:00	Human Resource Management Office (AFA-HRM)	<ul style="list-style-type: none">Understanding of the internal/ external issues and needs & expectations of relevant interested partiesLeadership & commitmentUnderstanding of quality policyRoles, responsibilities & authoritiesUnderstanding of the risks & opportunities that can have impact on the QMSProvision of resourcesOrganizational knowledgeCommunication (internal and external)Implementation of operational plans & controls - HR proceduresGeneral QMS OrientationCorrective action & Continual improvement	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1.2, 7.1.6, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2., 8.5.1, 8.7, 9.1.1, 9.1.3, 10.2, 10.3	Head and Staff	Engr. Maurine C. Panergo
10:00-12:00	Supply & Property Office (AFA-SAP)	<ul style="list-style-type: none">Understanding of the internal/ external issues and needs & expectations of relevant interested parties	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1.2,	Director and Staff	Prof. Mariebeth P. Seno



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Control of monitoring & measuring resources (equipment)• Environment for the operation of processes (warehouse)• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP• Determining, review and changes to requirements for products and services• Control, monitoring and measurement of supply and property processes• Control of external providers Customer communication• Determining, review and changes to requirements for products and services• Identification and traceability and property belonging to customers/ external provider• Preservation of products• Post-delivery activities and control of changes• Release of products• Control of nonconforming outputs• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	7.1.3, 7.1.4, 7.1.5, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.4.2, 8.4.3, 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, 9.1.3, 10.2, 10.3		
2:00-5:00	Accounting (AFA-ACC)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 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, 8.5, 8.6, 8.7, 9.1.1, 9.1.3, 10.2, 10.3	Director and Staff	Ms. Maritess de Veluz



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
2:00-5:00	Registrar (AA-REG)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Competence & awareness• Communication• Implementation of operational plans & controls• Customer communication• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Customer satisfaction• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 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, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Director and Staff	Engr. Maribelle Gaytano
2:00-5:00	Library (AA-LIB)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Provision of resources• Organizational knowledge• Maintenance of library and resource materials• Control of monitoring & measuring resources (equipment)• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP• Customer communication• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Customer satisfaction• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1.1, 7.1.3, 7.1.4, 7.1.6, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.5.1, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	University Librarian and College Librarians	Mrs. Eliza Beltran
February 17, 2021 (Wednesday)					
9:00-12:00	Cashier (AFA-CAS)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1,	Director and Staff	Mrs. Eliza P. Beltran



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP• Customer communication• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Customer satisfaction• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement• 	7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.5.1, 8.5.2, 8.7, 9.1.1, 9.1.3, 10.2, 10.3		
9:00-12:00	Budget (AFA-BUD)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement• 	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1.1, 7.1.6, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.5.1, 8.7, 9.1.1, 9.1.3, 10.2, 10.3	Director and Staff	Ms. Marites de Veluz
9:00-12:00	Procurement Office (AFA-PRC) + Bids and Awards Committee (OP-BAC)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Competence & awareness• Communication• Implementation of operational plans & controls – Procurement procedures	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1.3, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.4, 8.5.1, 8.5.2, 8.5.3, 8.6, 8.7, 9.1.1, 9.1.3, 10.2, 10.3	Director and Staff	Mr. Raniel Surio



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• Determining, review and changes to requirements for products and services• Control of externally provided process, products & services (selection and accreditation of external providers, type & extent of control, information for external providers)• Property belonging to external providers• Control of nonconforming outputs• Monitoring, measurement, analysis and evaluation of procurement processes and performance of external providers• Corrective action & Continual improvement			
2:00-5:00	Management Information System & International Communication Technology (PLN-MIS)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Maintenance of IT Equipment and System including Licensing of Software• Implementation of operational plans & controls - Operation and Maintenance of IT system• Quality control plans and process/ product monitoring & measurement• Determining, review and changes to requirements for products and services• Control of non-conforming outputs• Communication• Competence & awareness• Corrective action & Continual improvement	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1.3, 7.1.4, 7.1.5, 7.1.6, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.5.1, 8.7, 9.1.1, 10.2, 10.3	Director and Staff	Dr. Renato Maaliw III
2:00-5:00	Gender and Development Office (OP-GAD)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Competence & awareness• Communication• Implementation of operational plans & controls• Determining, review and changes to requirements for products and services	4.1, 4.2, 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, 8.5, 8.6, 8.7, 9.1.1, 9.1.3, 10.2, 10.3	Director and Staff	Ms. Isabel Noreen R. Rairata



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">- services• Control of nonconforming outputs• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement			
2:00-5:00	Civil Safety and Security Services(OP-CSS)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.5.1, 8.7, 9.1.1, 9.1.3, 10.2, 10.3	Director and Staff	Engr. Aubee T. Mahusay
February 18, 2021 (Thursday)					
9:00-12:00	Production Services (REP-PRO)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP• Customer communication• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Customer satisfaction• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.5.1, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Director and Staff	Ms. Sylvia S. Palmero
9:00-12:00	Physical Plant and Facilities (AFA-PPF)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1.3, 7.1.4, 7.1.6, 7.2, 7.3, 7.4, 7.5,	Director and Staff	Ms. Maritess O. Villa



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP• Customer communication• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Customersatisfaction• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	8.1, 8.2, 8.5.1, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3		
9:00-12:00	Office of the Records Management (OP-RMO)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Competence & awareness• Communication (internal and external)• Implementation of operational plans & controls – Manual of Operations, QCP• Customer communication• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Customersatisfaction• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1.3, 7.1.4, 7.1.6, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.5.1, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Director and Staff	Ms. Cindy C. Salonga
2:00-5:00	International & Alumni Affairs (OP-OIAA)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Competence & awareness• Communication• Implementation of operational plans &	4.1, 4.2, 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, 8.5, 8.6, 8.7, 9.1.1, 9.1.3, 10.2, 10.3	Director and Staff	Engr. Maurino N. Abuel



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• controls• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement			
2:00-5:00	Board/University Secretary (OP-UBS)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Competence & awareness• Communication• Implementation of operational plans & controls• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 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, 8.5, 8.6, 8.7, 9.1.1, 9.1.3, 10.2, 10.3	Director and Staff	Engr. Jerwin V. Obmerga
2:00-5:00	Office of Student Affairs and Services (AA-OSAS)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP• Determining, review and changes to requirements for products and services• Customer communication• Control of nonconforming outputs• Customersatisfaction• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 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, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Director and Staff	Engr. John E. Tan



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
February 19, 2021 (Friday)					
9:00-12:00	QMS Document Controller, Document & Record Custodian	<ul style="list-style-type: none">• Understanding of quality policy• Roles, responsibilities & authorities• Competence & awareness of document controller• Control of documented information• Communication (internal and external)• Corrective action & Continual improvement	5.3, 7.2, 7.3, 7.4, 7.5.2, 7.5.3, 8.1, 9.1.1, 10.2, 10.3	Document Controller, Document and Record Custodian	Ms. Cindy C. Salonga
9:00-12:00	Business Affairs Office (AFA-BAO)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP• Customer communication• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Customer satisfaction• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 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, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Director and Staff	Ms. Marites O. Villa
2:00-5:00	Planning and Development (OP-PLN)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Competence & awareness• Communication• Implementation of operational plans & controls• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 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, 8.5, 8.6, 8.7, 9.1.1, 9.1.3, 10.2, 10.3	Director and Staff	Dr. Patrice Grace A. Caneo



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
2:00-5:00	Internal Audit Office (OP-IAO)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Competence & awareness• Communication (internal and external)• Implementation of operational plans & controls – Manual of Operations, QCP• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1.3, 7.1.4, 7.1.6, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.5.1, 8.7, 9.1.1, 9.1.3, 10.2, 10.3	Director and Staff	Ms. Sylvia Palmero
February 22, 2021 (Monday)					
9:00-12:00	College of Industrial Technology (AA-CIT)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Planning of changes related to provision of instruction services• Resources of the college (people, infrastructure, working environment, equipment, organizational knowledge)• Control of monitoring & measuring resources (equipment)• Competence & awareness• Communication• Implementation of operational plans & controls, i.e., Manual of Operations, Faculty and Student Manual including QCPs• Control, monitoring and measurement of instruction processes• Control of externally provided processes• Customer communication• Determining, review and changes to requirements for products and services• Identification and traceability and property belonging to customers/ external provider• Control of nonconforming outputs• Customer satisfaction (faculty)	4.1, 4.2, 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, 8.3, 8.4.2, 8.4.3, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Dean, College Secretary, Teaching & Non-Teaching Personnel	Dr. Sandra D. Elma



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">- evaluation)• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement			
9:00-12:00	National Service Training Program (OP-NSTP)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Planning of changes related to provision of instruction services• Resources of the college (people, infrastructure, working environment, equipment, organizational knowledge)• Control of monitoring & measuring resources (equipment)• Competence & awareness• Communication• Implementation of operational plans & controls, i.e., Manual of Operations, Faculty and Student Manual including QCPs• Control, monitoring and measurement of instruction processes• Control of externally provided processes• Customer communication• Determining, review and changes to requirements for products and services• Identification and traceability and property belonging to customers/ external provider• Control of nonconforming outputs• Customer satisfaction (faculty evaluation)• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 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, 8.3, 8.4.2, 8.4.3, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Dean, Teaching & Non-Teaching Personnel	Engr. Aubee Mahusay
9:00-12:00	College of Teachers Education (AA-CTE) including Laboratory School (CTE-LS) and Institute of Human Kinetics (CTE-IHK)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Planning of changes related to	4.1, 4.2, 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, 8.3, 8.4.2, 8.4.3, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Dean, College Secretary, Teaching & Non-Teaching Personnel	Prof. Debbie S.Bello



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• provision of instruction services• Resources of the college (people, infrastructure, working environment, equipment, organizational knowledge)• Control of monitoring & measuring resources (equipment)• Competence & awareness• Communication• Implementation of operational plans & controls, i.e., Manual of Operations, Faculty and Student Manual including QCPs• Control, monitoring and measurement of instruction processes• Control of externally provided processes• Customer communication• Determining, review and changes to requirements for products and services• Identification and traceability and property belonging to customers/ external provider• Control of nonconforming outputs• Customer satisfaction (faculty evaluation)• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement			
2:00-5:00	Research Services (REP-RES)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Customer satisfaction• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1.6, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.5.1, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Director and Staff	Dr. Shiela Manzanilla
2:00-5:00	College of Administration, Business, Hospitality & Accountancy (AA-CABHA)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks &	4.1, 4.2, 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, 8.2, 8.3, 8.4.2, 8.4.3, 8.5, 8.6,	Dean, College Secretary, Teaching & Non-Teaching Personnel	Prof. Maria Luisa Barreto



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Planning of changes related to provision of instruction services• Resources of the college (people, infrastructure, working environment, equipment, organizational knowledge)• Control of monitoring & measuring resources (equipment)• Competence & awareness• Communication• Implementation of operational plans & controls, i.e., Manual of Operations, Faculty and Student Manual including QCPs• Control, monitoring and measurement of instruction processes• Control of externally provided processes• Customer communication• Determining, review and changes to requirements for products and services• Identification and traceability and property belonging to customers/ external provider• Control of nonconforming outputs• Customer satisfaction (faculty evaluation)• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3		
2:00-5:00	Extension Services (REP-EXT)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP• Customer communication• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Customer satisfaction• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.5.1, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Director and Staff	Engr. Jerwin V. Obmerga



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
February 23, 2021 (Tuesday)					
9:00-12:00	College of Engineering (AA-CEn)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Planning of changes related to provision of instruction services• Resources of the college (people, infrastructure, working environment, equipment, organizational knowledge)• Control of monitoring & measuring resources (equipment)• Competence & awareness• Communication• Implementation of operational plans & controls, i.e., Manual of Operations, Faculty and Student Manual including QCPs• Control, monitoring and measurement of instruction processes• Control of externally provided processes• Customer communication• Determining, review and changes to requirements for products and services• Identification and traceability and property belonging to customers/ external provider• Control of nonconforming outputs• Customer satisfaction (faculty evaluation)• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 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, 8.3, 8.4.2, 8.4.3, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Dean, College Secretary, Teaching & Non-Teaching Personnel	Dr.SandraD. Elma
9:00-12:00	College of Arts & Sciences (AA-CAS)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Planning of changes related to provision of instruction services• Resources of the college (people, infrastructure, working environment, equipment, organizational knowledge)• Control of monitoring & measuring	4.1, 4.2, 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, 8.3, 8.4.2, 8.4.3, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Dean, College Secretary, Teaching & Non-Teaching Personnel	Prof. Juanita San Jose



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• resources (equipment)• Competence & awareness• Communication• Implementation of operational plans & controls, i.e., Manual of Operations, Faculty and Student Manual including QCPs• Control, monitoring and measurement of instruction processes• Control of externally provided processes• Customer communication• Determining, review and changes to requirements for products and services• Identification and traceability and property belonging to customers/ external provider• Control of nonconforming outputs• Customer satisfaction (faculty evaluation)• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement			
2:00-5:00	College of Allied Medicine (AA-CAM)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Planning of changes related to provision of instruction services• Resources of the college (people, infrastructure, working environment, equipment, organizational knowledge)• Control of monitoring & measuring resources (equipment)• Competence & awareness• Communication• Implementation of operational plans & controls, i.e., Manual of Operations, Faculty and Student Manual including QCPs• Control, monitoring and measurement of instruction processes• Control of externally provided processes• Customer communication• Determining, review and changes to requirements for products and services• Identification and traceability and property belonging to customers/ external provider• Control of nonconforming outputs	4.1, 4.2, 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, 8.3, 8.4.2, 8.4.3, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Dean, College Secretary, Teaching & Non-Teaching Personnel	Engr. John E. Tan



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• Customer satisfaction (faculty evaluation)• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement			
2:00-5:00	College of Agriculture (AA-CAG)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Planning of changes related to provision of instruction services• Resources of the college (people, infrastructure, working environment, equipment, organizational knowledge)• Control of monitoring & measuring resources (equipment)• Competence & awareness• Communication• Implementation of operational plans & controls, i.e., Manual of Operations, Faculty and Student Manual including QCPs• Control, monitoring and measurement of instruction processes• Control of externally provided processes• Customer communication• Determining, review and changes to requirements for products and services• Identification and traceability and property belonging to customers/ external provider• Control of nonconforming outputs• Customer satisfaction (faculty evaluation)• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 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, 8.3, 8.4.2, 8.4.3, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Dean, College Secretary, Teaching & Non-Teaching Personnel	Dr. Leonar Miano
February 24, 2021 (Wednesday)					
9:00-12:00	University Health Office (AFA-UHS)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs	4.1, 4.2, 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, 8.4, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	University Physician, Dentist and Nurses	Prof. Maria Luisa E. Baretto



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• (OPCR)• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP• Customer communication• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Customersatisfaction• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement			
9:00-12:00	Innovation & Technology Support Services Office (REP-ITS)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP• Customer communication• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Customersatisfaction• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.5.1, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Director and Staff	Engr. Maurino N. Abuel
2:00-5:00	Office of the Instruction (AA-INS)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Planning of changes related to provision of instruction services• Resources of the college (people, infrastructure, working environment, equipment, organizational knowledge)• Control of monitoring & measuring resources (equipment)• Competence & awareness• Communication	4.1, 4.2, 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, 8.3, 8.4.2, 8.4.3, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Director and Staff	Engr. Maurine C. Panergo



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• Implementation of operational plans & controls, i.e., Manual of Operations, Faculty and Student Manual including QCPs• Control, monitoring and measurement of instruction processes• Control of externally provided processes• Customer communication• Determining, review and changes to requirements for products and services• Identification and traceability and property belonging to customers/ external provider• Control of nonconforming outputs• Customer satisfaction (faculty evaluation)• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement			
2:00-5:00	Graduate School (AA-GS)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Planning of changes related to provision of instruction services• Resources of the college (people, infrastructure, working environment, equipment, organizational knowledge)• Control of monitoring & measuring resources (equipment)• Competence & awareness• Communication• Implementation of operational plans & controls, i.e., Manual of Operations, Faculty and Student Manual including QCPs• Control, monitoring and measurement of instruction processes• Control of externally provided processes• Customer communication• Determining, review and changes to requirements for products and services• Identification and traceability and property belonging to customers/ external provider• Control of nonconforming outputs• Customer satisfaction (faculty evaluation)• Monitoring, measurement, analysis,	4.1, 4.2, 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, 8.3, 8.4.2, 8.4.3, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Dean, College Secretary, Teaching & Non-Teaching Personnel	Prof. Debbie S.Bello



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		-and evaluation • Corrective action & Continual improvement			
2:00-5:00	Top Management (University President, Vice-Presidents) + Planning of the QMS	<ul style="list-style-type: none">• Leadership and Commitment• Functional structure of the QMS• Planning of the QMS<ul style="list-style-type: none">- Identification and updating of internal and external issues- Identification and updating of needs and expectations of interested parties- Risk and opportunities assessment- Setting-up and renewal of Quality objectives and action plans- Action planning and controls• Planning of changes in the QMS and its processes• Provision and maintenance of organizational knowledge• Promotion of customer requirements and the QMS and its key requirements• Implementation of the Communication Plan• Monitoring, measurement, analysis, and evaluation<ul style="list-style-type: none">- Customer satisfaction- Quality objectives- Quality performance and QMS effectiveness• Planning and post documentation of Management Review• Corrective action & Continual improvement	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, 9.1.1, 9.1.2, 9.1.3, 10.1, 10.2, 10.3	University President, Vice Presidents, Head of QMS	Dr. Patrice Grace A. Caneo
February 26, 2021 (Friday)					
9:00-12:00	Internal QMS Audit Team	<ul style="list-style-type: none">• Understanding of quality policy• Roles, responsibilities & authorities• Competence and awareness of internal QMS auditors• Communication• Planning, preparation, performance, reporting and follow-up of internal QMS audit• Analysis and evaluation of audit results• Performance evaluation of auditors• Corrective action & Continual improvement	5.2, 5.3, 7.1.2, 7.2, 7.3, 7.4, 7.5, 9.1.1, 9.1.3, 9.2, 10.2, 10.3	Lead Internal QMS Auditor and Internal QMS Audit Team	Prof. Winnie N. Camigla



INTERNAL QMS AUDIT ITINERARY

Prepared by:

A handwritten signature in black ink, appearing to read "Caneo".

PATRICE GRACE A. CANEO, DBA /
February 16, 2021

Lead Internal QMS Auditor

Signature Over Printed Name/ Date

Reviewed and Approved by:

A handwritten signature in black ink, appearing to read "Gillian".

GILLIAN PORTIA P. DIMARANAN, DEM /
February 16, 2021

QMR

Signature Over Printed Name/ Date



INTERNAL QMS AUDIT REPORT

AREA/ PROCESS/ FUNCTION MIS-ICT	AUDITOR(S) RENATO R. MAALIW III	DATE FEB. 17, 2021										
NUMBER OF AUDIT FINDINGS: <table><tr><td><input type="checkbox"/> 2</td><td>Positive Finding</td><td><input type="checkbox"/> 0</td><td>Major Nonconformity</td><td><input type="checkbox"/> 0</td><td>Minor Nonconformity</td><td><input type="checkbox"/> 2</td><td>Observation</td><td><input type="checkbox"/> 3</td><td>Opportunity for Improvement</td></tr></table>			<input type="checkbox"/> 2	Positive Finding	<input type="checkbox"/> 0	Major Nonconformity	<input type="checkbox"/> 0	Minor Nonconformity	<input type="checkbox"/> 2	Observation	<input type="checkbox"/> 3	Opportunity for Improvement
<input type="checkbox"/> 2	Positive Finding	<input type="checkbox"/> 0	Major Nonconformity	<input type="checkbox"/> 0	Minor Nonconformity	<input type="checkbox"/> 2	Observation	<input type="checkbox"/> 3	Opportunity for Improvement			
<p>A. POSITIVE FINDING (<i>Good points/ best practices that others can benchmarked with</i>)</p> <ol style="list-style-type: none">1. MIS-ICT personnel are part of the training provided by Huawei ICT Academy. With this training on different fields of ICT, personnel at the office have advanced their knowledge and skills in their line of work.2. The office is involved in researches and grants such as the SMART CAMPUS project.3. _____												
<p>B. MAJOR NONCONFORMITY (<i>System Breakdown, total failure to fulfill a specified requirement of the standard and / or own Management System</i>)</p> <ol style="list-style-type: none">1. _____2. _____3. _____												
<p>C. MINOR NONCONFORMITY (<i>Lapse in the process/ system that has limited effect on the integrity of the Management System or to the University goals</i>)</p> <ol style="list-style-type: none">1. _____2. _____3. _____												
<p>D. OBSERVATION (<i>Isolated lapse in the implementation that has a limited effect on the integrity of the management system</i>)</p> <ol style="list-style-type: none">1. Although computer installed for each terminal satisfies its intended application, some software are not licensed.2. The MIS-ICT has a web portal where clients can communicate their concerns. An individual was assigned to answer such queries but this is not enough to answer many inquiries – additional personnel might be needed.3. _____												
<p>E. OPPORTUNITY FOR IMPROVEMENT (<i>Findings where basic requirements are compiled but can be further improved</i>)</p> <ol style="list-style-type: none">1. The server room as observed can be improved by installing backup generators. The space where the servers are located is small for future expansion and scalability.2. Due to the shift from physical to virtual classes, internet connectivity is a must. The office must monitor different office on interconnectivity by monitoring and installing additional networking equipment to answer such concerns involving connectivity.3. Projects and System Development time can be reduced by employing additional programmers for development of software systems. With many concurrent projects, need for additional programmers are needed.												
<p>F. AREAS NOT COVERED DURING THE AUDIT (<i>Process, function, or procedure</i>)</p> <ol style="list-style-type: none">1. 6.3 Planning of changes2. 7.1.5. Monitoring and measuring resources3. 7.1.6. Organizational knowledge4. 8.2.4. Changes to requirements for products and services5. 8.4.3. Information for External Providers												

Note: Nonconformity shall be documented in the SIR form



**MIS-ICT ISO Internal Audit Photo
Documentation with their Head, Mr.
Reynaldo V. Danganan**



INTERNAL QMS AUDIT ITINERARY

Rev. 6, November 28, 2022

AUDIT DATES: December 1- December 16, 2022

AUDIT TEAMS:

Lead Internal QMS Auditor	JTSanJose
QMS-Related Processes	P Caneo, C Salonga,
OP	JTSanJose, R Maaliw III, A Mahusay, C Salonga, M Abuel, N Rairata, L Palmero, C. Salonga, G. Dimaranan
AA	ML Barretto, E Beltran, D Bello, M Seno, L Miano, W Camigla, M. Gaytano, S. Elma, R Maaliw, S Manzanilla
REPDI	S Elma, M Gaytano, M Abuel, S. Manzanilla, S Palmero,
AFA	ML Barretto, , M Villa, E Beltran, M De Veluz, M. Seño, W Camigla, E. Oblefias, N. Nagares, E. Villaverde

OBJECTIVES:

- Determine the status of implementation and effectiveness of the Quality Management System (QMS);
- Verify the consistency of implementation of the organization's QMS against its documented policies and procedures;
- Determine SLSU's readiness for the third-party audit; and
- Identify areas for further improvement.

SCOPE:

- Scope: Provision of Instruction, Research and Development, and Extension Services
- Main Campus: Barangay Kulapi, Lucban, Quezon – 4328, Philippines

**REFERENCE
STANDARDS &
CRITERIA:**

- ISO 9001:2015 Standard
- SLSU's Quality Policy and QMS Requirements, applicable legal and other requirements

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
December 1, 2022 (Thursday)					
8:30-9:00	Opening Meeting	<ul style="list-style-type: none">Introduction of Audit TeamDiscussion of Audit Itinerary & Methodology	-	Top Management + QMS Working Committee	All Auditors And All Process Owners
9:00-12:00	Research Services (REP-RES)	<ul style="list-style-type: none">Understanding of the internal/ external issues and needs & expectations of relevant interested partiesLeadership & commitmentUnderstanding of quality policyRoles, responsibilities & authoritiesUnderstanding of the risks & opportunities that can have impact on the QMSUnderstanding & monitoring of progress of objectives & programsCompetence & awarenessCommunicationImplementation of operational plans & controls – Manual of Operations, QCP	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1.6, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.5.1, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Director and Staff	Dr. Shiela Manzanilla



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Customer satisfaction• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement			
9:00-12:00	Management Information System & International Communication Technology (PLN-MIS)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Maintenance of IT Equipment and System including Licensing of Software• Implementation of operational plans & controls - Operation and Maintenance of IT system• Quality control plans and process/ product monitoring & measurement• Determining, review and changes to requirements for products and services• Control of non-conforming outputs• Communication• Competence & awareness• Corrective action & Continual improvement	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1.3, 7.1.4, 7.1.5, 7.1.6, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.5.1, 8.7, 9.1.1, 10.2, 10.3	Director and Staff	Dr. Renato Maaliw III Engr. Generoso Maaño
9:00-12:00	Cashier (AFA-CAS)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP• Customer communication• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Customer satisfaction• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.5.1, 8.5.2, 8.7, 9.1.1, 9.1.3, 10.2, 10.3	Director and Staff	Mrs. Eliza P. Beltran Ms. Jane Garay



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR	
2:00-5:00	College of Arts & Sciences (AA-CAS)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Planning of changes related to provision of instruction services• Resources of the college (people, infrastructure, working environment, equipment, organizational knowledge)• Control of monitoring & measuring resources (equipment)• Competence & awareness• Communication• Implementation of operational plans & controls, i.e., Manual of Operations, Faculty and Student Manual including QCPs• Control, monitoring and measurement of instruction processes• Control of externally provided processes• Customer communication• Determining, review and changes to requirements for products and services• Identification and traceability and property belonging to customers/ external provider• Control of nonconforming outputs• Customer satisfaction (faculty evaluation)• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 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, 8.3, 8.4.2, 8.4.3, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Dean, College Secretary, Teaching & Non-Teaching Personnel	Prof. Debbie Bello Prof. Willy Manaog	
2:00-5:00	Procurement Office (AFA-PRC)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Competence & awareness• Communication• Implementation of operational plans & controls – Procurement procedures• Determining, review and changes to requirements for products and services	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1.3, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.4, 8.5.1, 8.5.2, 8.5.3, 8.6, 8.7, 9.1.1, 9.1.3, 10.2, 10.3	Director and Staff	Ms. Maritess de Veluz and Ms. Elvie B. Oblefias	



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">Control of externally provided process, products & services (selection and accreditation of external providers, type & extent of control, information for external providers)Property belonging to external providersControl of nonconforming outputsMonitoring, measurement, analysis and evaluation of procurement processes and performance of external providersCorrective action & Continual improvement			
2:00-5:00	Civil Safety and Security Services (OP-CSS)	<ul style="list-style-type: none">Understanding of the internal/ external issues and needs & expectations of relevant interested partiesLeadership & commitmentUnderstanding of quality policyRoles, responsibilities & authoritiesUnderstanding of the risks & opportunities that can have impact on the QMSUnderstanding & monitoring of progress of objectives & programsCompetence & awarenessCommunicationImplementation of operational plans & controls – Manual of Operations, QCPDetermining, review and changes to requirements for products and servicesControl of nonconforming outputsMonitoring, measurement, analysis, and evaluationCorrective action & Continual improvement	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.5.1, 8.7, 9.1.1, 9.1.3, 10.2, 10.3	Director and Staff	Engr. Aubee T. Mahusay
December 2, 2022 (Friday)					
9:00-12:00	Office of the Records Management (OP-RMO)	<ul style="list-style-type: none">Understanding of the internal/ external issues and needs & expectations of relevant interested partiesLeadership & commitmentUnderstanding of quality policyRoles, responsibilities & authoritiesUnderstanding of the risks & opportunities that can have impact on the QMSUnderstanding & monitoring of progress of objectives & programsCompetence & awarenessCommunication (internal and external)Implementation of operational plans & controls – Manual of Operations, QCPCustomer communicationDetermining, review and changes to requirements for products and servicesControl of nonconforming outputsCustomer satisfactionMonitoring, measurement, analysis, and evaluation	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1.3, 7.1.4, 7.1.6, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.5.1, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Director and Staff	Ms. Cindy C. Salonga



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• Corrective action & Continual improvement			
9:00-12:00	Production Services (REP-PRO)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP• Customer communication• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Customer satisfaction• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.5.1, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Director and Staff	Ms. Sylvia S. Palmero
9:00-12:00	Extension Services (REP-EXT)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP• Customer communication• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Customer satisfaction• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.5.1, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Director and Staff	Ms Elvie B. Oblefias
2:00-5:00	College of Administration, Business, Hospitality & Accountancy (AA-CABHA)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities	4.1, 4.2, 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, 8.3, 8.4.2, 8.4.3, 8.5, 8.6,	Dean, College Secretary, Teaching & Non-Teaching Personnel	Prof. Maria Luisa Barreto



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Planning of changes related to provision of instruction services• Resources of the college (people, infrastructure, working environment, equipment, organizational knowledge)• Control of monitoring & measuring resources (equipment)• Competence & awareness• Communication• Implementation of operational plans & controls, i.e., Manual of Operations, Faculty and Student Manual including QCPs• Control, monitoring and measurement of instruction processes• Control of externally provided processes• Customer communication• Determining, review and changes to requirements for products and services• Identification and traceability and property belonging to customers/ external provider• Control of nonconforming outputs• Customer satisfaction (faculty evaluation)• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement• 	8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3		
2:00-5:00	Registrar (AA-REG)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Competence & awareness• Communication• Implementation of operational plans & controls• Customer communication• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Customer satisfaction• Monitoring, measurement, analysis, and evaluation	4.1, 4.2, 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, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Director and Staff	Engr. Maribelle Gaytano



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• Corrective action & Continual improvement			
9:00-12:00	National Service Training Program (OP-NSTP)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Planning of changes related to provision of instruction services• Resources of the college (people, infrastructure, working environment, equipment, organizational knowledge)• Control of monitoring & measuring resources (equipment)• Competence & awareness• Communication• Implementation of operational plans & controls, i.e., Manual of Operations, Faculty and Student Manual including QCPs• Control, monitoring and measurement of instruction processes• Control of externally provided processes• Customer communication• Determining, review and changes to requirements for products and services• Identification and traceability and property belonging to customers/ external provider• Control of nonconforming outputs• Customer satisfaction (faculty evaluation)• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 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, 8.3, 8.4.2, 8.4.3, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Dean, Teaching & Non-Teaching Personnel	Engr. Aubee Mahusay
2:00-5:00	Office of Student Affairs and Services (AA-OSAS)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP	4.1, 4.2, 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, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Director and Staff	Dr Shiela Manzanilla



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• Determining, review and changes to requirements for products and services• Customer communication• Control of nonconforming outputs• Customer satisfaction• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement• 			
2:00-5:00	International & Alumni Affairs (OP-OIAA)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Competence & awareness• Communication• Implementation of operational plans & controls• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement• 	4.1, 4.2, 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, 8.5, 8.6, 8.7, 9.1.1, 9.1.3, 10.2, 10.3	Director and Staff	Engr. Maurino N. Abuel
2:00-5:00	Business Affairs Office (AFA-BAO)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP• Customer communication• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Customer satisfaction• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement• 	4.1, 4.2, 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, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Director and Staff	Ms. Maritess O. Villa



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
2:00-5:00	College of Agriculture (AA-CAg)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Planning of changes related to provision of instruction services• Resources of the college (people, infrastructure, working environment, equipment, organizational knowledge)• Control of monitoring & measuring resources (equipment)• Competence & awareness• Communication• Implementation of operational plans & controls, i.e., Manual of Operations, Faculty and Student Manual including QCPs• Control, monitoring and measurement of instruction processes• Control of externally provided processes• Customer communication• Determining, review and changes to requirements for products and services• Identification and traceability and property belonging to customers/ external provider• Control of nonconforming outputs• Customer satisfaction (faculty evaluation)• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 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, 8.3, 8.4.2, 8.4.3, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Dean, College Secretary, Teaching & Non-Teaching Personnel	Dr. Leomar C. Miano
December 5, 2022 (Monday)					
9:00-12:00	College of Allied Medicine (AA-CAM)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Planning of changes related to provision of instruction services• Resources of the college (people, infrastructure, working environment, equipment, organizational knowledge)	4.1, 4.2, 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, 8.3, 8.4.2, 8.4.3, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Dean, College Secretary, Teaching & Non-Teaching Personnel	Dr. Leomar C. Miano



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• Control of monitoring & measuring resources (equipment)• Competence & awareness• Communication• Implementation of operational plans & controls, i.e., Manual of Operations, Faculty and Student Manual including QCPs• Control, monitoring and measurement of instruction processes• Control of externally provided processes• Customer communication• Determining, review and changes to requirements for products and services• Identification and traceability and property belonging to customers/ external provider• Control of nonconforming outputs• Customer satisfaction (faculty evaluation)• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement			
9:00-12:00	College of Teachers Education (AA-CTE)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Planning of changes related to provision of instruction services• Resources of the college (people, infrastructure, working environment, equipment, organizational knowledge)• Control of monitoring & measuring resources (equipment)• Competence & awareness• Communication• Implementation of operational plans & controls, i.e., Manual of Operations, Faculty and Student Manual including QCPs• Control, monitoring and measurement of instruction processes• Control of externally provided processes• Customer communication• Determining, review and changes to requirements for products and services• Identification and traceability and property belonging to customers/ external provider	4.1, 4.2, 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, 8.3, 8.4.2, 8.4.3, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Dean, College Secretary, Teaching & Non-Teaching Personnel	Prof. Winnie Camigla Prof. Joana Marie Del Rio



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• Control of nonconforming outputs• Customer satisfaction (faculty evaluation)• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement			
9:00-12:00	Supply & Property Office (AFA-SAP)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Control of monitoring & measuring resources (equipment)• Environment for the operation of processes (warehouse)• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP• Determining, review and changes to requirements for products and services• Control, monitoring and measurement of supply and property processes• Control of external providers Customer communication• Determining, review and changes to requirements for products and services• Identification and traceability and property belonging to customers/ external provider• Preservation of products• Post-delivery activities and control of changes• Release of products• Control of nonconforming outputs• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1.2, 7.1.3, 7.1.4, 7.1.5, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.4.2, 8.4.3, 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, 9.1.3, 10.2, 10.3	Director and Staff	Prof. Mariebeth P. Seño Prof. Ferdinand Rellorosa
9:00-12:00	Bids and Awards Committee (OP-BAC)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Competence & awareness• Communication	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1.3, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.4, 8.5.1, 8.5.2, 8.5.3, 8.6, 8.7, 9.1.1, 9.1.3, 10.2, 10.3	Director and Staff	Ms Noreen Rairata



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• Implementation of operational plans & controls – Procurement procedures• Determining, review and changes to requirements for products and services• Control of externally provided process, products & services (selection and accreditation of external providers, type & extent of control, information for external providers)• Property belonging to external providers• Control of nonconforming outputs• Monitoring, measurement, analysis and evaluation of procurement processes and performance of external providers• Corrective action & Continual improvement			
2:00-5:00	College of Industrial Technology (AA-CIT)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Planning of changes related to provision of instruction services• Resources of the college (people, infrastructure, working environment, equipment, organizational knowledge)• Control of monitoring & measuring resources (equipment)• Competence & awareness• Communication• Implementation of operational plans & controls, i.e., Manual of Operations, Faculty and Student Manual including QCPs• Control, monitoring and measurement of instruction processes• Control of externally provided processes• Customer communication• Determining, review and changes to requirements for products and services• Identification and traceability and property belonging to customers/ external provider• Control of nonconforming outputs• Customer satisfaction (faculty evaluation)• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 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, 8.3, 8.4.2, 8.4.3, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Dean, College Secretary, Teaching & Non-Teaching Personnel	Dr. Sandra D. Elma Dr. Maria Fara Cadeliña



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
December 6, 2022 (Tuesday)					
9:00-12:00	Human Resource Management Office (AFA-HRM)	<ul style="list-style-type: none">Understanding of the internal/ external issues and needs & expectations of relevant interested partiesLeadership & commitmentUnderstanding of quality policyRoles, responsibilities & authoritiesUnderstanding of the risks & opportunities that can have impact on the QMSProvision of resourcesOrganizational knowledgeCommunication (internal and external)Implementation of operational plans & controls - HR proceduresGeneral QMS OrientationCorrective action & Continual improvement•	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1.2, 7.1.6, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2., 8.5.1, 8.7, 9.1.1, 9.1.3, 10.2, 10.3	Head and Staff	Prof. Mariebeth P. Seño Prof. Ferdinand Rellorosa
9:00-12:00	Gender and Development Office (OP-GAD)	<ul style="list-style-type: none">Understanding of the internal/ external issues and needs & expectations of relevant interested partiesLeadership & commitmentUnderstanding of quality policyRoles, responsibilities & authoritiesUnderstanding of the risks & opportunities that can have impact on the QMSUnderstanding & monitoring of progress of objectives & programs (OPCR)Competence & awarenessCommunicationImplementation of operational plans & controlsDetermining, review and changes to requirements for products and servicesControl of nonconforming outputsMonitoring, measurement, analysis, and evaluationCorrective action & Continual improvement•	4.1, 4.2, 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, 8.5, 8.6, 8.7, 9.1.1, 9.1.3, 10.2, 10.3	Director and Staff	Ms. Isabel Noreen R. Rairata
9:00-12:00	Planning and Development (OP-PLN)	<ul style="list-style-type: none">Understanding of the internal/ external issues and needs & expectations of relevant interested partiesLeadership & commitmentUnderstanding of quality policyRoles, responsibilities & authoritiesUnderstanding of the risks & opportunities that can have impact on the QMSUnderstanding & monitoring of progress of objectives & programs (OPCR)Competence & awarenessCommunicationImplementation of operational plans & controls	4.1, 4.2, 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, 8.5, 8.6, 8.7, 9.1.1, 9.1.3, 10.2, 10.3	Director and Staff	Dr. JT San Jose Dr. E. D. Villaverde



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement			
9:00-12:00	University Health Office (AFA-UHS)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP• Customer communication• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Customer satisfaction• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 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, 8.4, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	University Physician, Dentist and Nurses	Prof. Maria Luisa E. Baretto
9:00-12:00	QMS Document Controller, Document & Record Custodian	<ul style="list-style-type: none">• Understanding of quality policy• Roles, responsibilities & authorities• Competence & awareness of document controller• Control of documented information• Communication (internal and external)• Corrective action & Continual improvement	5.3, 7.2, 7.3, 7.4, 7.5.2, 7.5.3, 8.1, 9.1.1, 10.2, 10.3	Document Controller, Document and Record Custodian	Ms. Cindy C. Salonga
2:00-5:00	Physical Plant and Facilities (AFA-PPF)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP• Customer communication	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1.3, 7.1.4, 7.1.6, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.5.1, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Director and Staff	Ms. Maritess O. Villa



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Customer satisfaction• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement			
2:00-5:00	College of Engineering (AA-CEn)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Planning of changes related to provision of instruction services• Resources of the college (people, infrastructure, working environment, equipment, organizational knowledge)• Control of monitoring & measuring resources (equipment)• Competence & awareness• Communication• Implementation of operational plans & controls, i.e., Manual of Operations, Faculty and Student Manual including QCPs• Control, monitoring and measurement of instruction processes• Control of externally provided processes• Customer communication• Determining, review and changes to requirements for products and services• Identification and traceability and property belonging to customers/ external provider• Control of nonconforming outputs• Customer satisfaction (faculty evaluation)• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 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, 8.3, 8.4.2, 8.4.3, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Dean, College Secretary, Teaching & Non-Teaching Personnel	Dr. Sandra D. Elma Dr. Maria Fara Cadeliña
2:00-5:00	Graduate School (AA-GS)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS	4.1, 4.2, 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, 8.3, 8.4.2, 8.4.3, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Dean, College Secretary, Teaching & Non-Teaching Personnel	Prof. Debbie Bello Prof. Willy Manaog



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• Understanding & monitoring of progress of objectives & programs (OPCR)• Planning of changes related to provision of instruction services• Resources of the college (people, infrastructure, working environment, equipment, organizational knowledge)• Control of monitoring & measuring resources (equipment)• Competence & awareness• Communication• Implementation of operational plans & controls, i.e., Manual of Operations, Faculty and Student Manual including QCPs• Control, monitoring and measurement of instruction processes• Control of externally provided processes• Customer communication• Determining, review and changes to requirements for products and services• Identification and traceability and property belonging to customers/ external provider• Control of nonconforming outputs• Customer satisfaction (faculty evaluation)• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement			
December 7, 2022 (Wednesday)					
9:00-12:00	Office of the Instruction (AA-INS)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Planning of changes related to provision of instruction services• Resources of the college (people, infrastructure, working environment, equipment, organizational knowledge)• Control of monitoring & measuring resources (equipment)• Competence & awareness• Communication• Implementation of operational plans & controls, i.e., Manual of Operations, Faculty and Student Manual including QCPs• Control, monitoring and measurement of instruction processes	4.1, 4.2, 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, 8.3, 8.4.2, 8.4.3, 8.5, 8.6, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	Director and Staff Dr. Renato Maaliw III Prof. Vivian Mendoza	



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• Control of externally provided processes• Customer communication• Determining, review and changes to requirements for products and services• Identification and traceability and property belonging to customers/ external provider• Control of nonconforming outputs• Customer satisfaction (faculty evaluation)• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement			
9:00-12:00	Accounting (AFA-ACC)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 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, 8.5, 8.6, 8.7, 9.1.1, 9.1.3, 10.2, 10.3	Director and Staff	Ms. Maritess de Veluz Prof. Navielyn Cedeño
9:00-12:00	Library (AA-LIB)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Provision of resources• Organizational knowledge• Maintenance of library and resource materials• Control of monitoring & measuring resources (equipment)• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1.1, 7.1.3, 7.1.4, 7.1.6, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.5.1, 8.7, 9.1.1, 9.1.2, 9.1.3, 10.2, 10.3	University Librarian and College Librarians	Mrs. Eliza Beltran Ms. Jane Garay



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• Customer communication• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Customer satisfaction• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement			
2:00-5:00	Board/University Secretary (OP-UBS)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs (OPCR)• Competence & awareness• Communication• Implementation of operational plans & controls• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 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, 8.5, 8.6, 8.7, 9.1.1, 9.1.3, 10.2, 10.3	Director and Staff	Ms Cindy Salonga
2:00-5:00	Budget (AFA-BUD)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Competence & awareness• Communication• Implementation of operational plans & controls – Manual of Operations, QCP• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1.1, 7.1.6, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.5.1, 8.7, 9.1.1, 9.1.3, 10.2, 10.3	Director and Staff	Ms. Maritess de Veluz Prof. Navielyn Cedeño
2:00-5:00	Internal Audit Office (OP-IAO)	<ul style="list-style-type: none">• Understanding of the internal/ external issues and needs & expectations of relevant interested parties• Leadership & commitment	4.1, 4.2, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1.3, 7.1.4, 7.1.6, 7.2,	Director and Staff	Ms. Sylvia Palmero Dr. N. D. Nagares



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">• Understanding of quality policy• Roles, responsibilities & authorities• Understanding of the risks & opportunities that can have impact on the QMS• Understanding & monitoring of progress of objectives & programs• Competence & awareness• Communication (internal and external)• Implementation of operational plans & controls – Manual of Operations, QCP• Determining, review and changes to requirements for products and services• Control of nonconforming outputs• Monitoring, measurement, analysis, and evaluation• Corrective action & Continual improvement	7.3, 7.4, 7.5, 8.1, 8.2, 8.5.1, 8.7, 9.1.1, 9.1.3, 10.2, 10.3		
2:00-5:00	Top Management (University President, Vice-Presidents) + Planning of the QMS	<ul style="list-style-type: none">• Leadership and Commitment• Functional structure of the QMS• Planning of the QMS<ul style="list-style-type: none">– Identification and updating of internal and external issues– Identification and updating of needs and expectations of interested parties– Risk and opportunities assessment– Setting-up and renewal of Quality objectives and action plans– Action planning and controls• Planning of changes in the QMS and its processes• Provision and maintenance of organizational knowledge• Promotion of customer requirements and the QMS and its key requirements• Implementation of the Communication Plan• Monitoring, measurement, analysis, and evaluation<ul style="list-style-type: none">– Customer satisfaction– Quality objectives– Quality performance and QMS effectiveness• Planning and post documentation of Management Review• Corrective action & Continual improvement	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, 9.1.1, 9.1.2, 9.1.3, 10.1, 10.2, 10.3	University President, Vice Presidents, Head of QMS	Dr. JT. San Jose Dr. G. P. P. Dimaranan
December 16, 2022 (Friday)					
9:00-12:00	Internal QMS Audit Team	<ul style="list-style-type: none">• Understanding of quality policy• Roles, responsibilities & authorities• Competence and awareness of internal QMS auditors• Communication• Planning, preparation, performance, reporting and follow-up of internal QMS audit• Analysis and evaluation of audit results	5.2, 5.3, 7.1.2, 7.2, 7.3, 7.4, 7.5, 9.1.1, 9.1.3, 9.2, 10.2, 10.3	Lead Internal QMS Auditor and Internal QMS Audit Team	Dr. Gracee Caneo



INTERNAL QMS AUDIT ITINERARY

DATE/ TIME	AREA/ PROCESS/ FUNCTION	AUDIT FOCUS	STANDARD CLAUSE	AUDITEE	AUDITOR
		<ul style="list-style-type: none">Performance evaluation of auditorsCorrective action & Continual improvement			

Prepared by:

JUANITA T. SAN JOSE, PhD /
November 28, 2022

Lead Internal QMS Auditor
Signature Over Printed Name/ Date

Reviewed and Approved by:

GILLIAN PORTIA P. DIMARANAN, DEM /
November 28, 2022

QMS Head
Signature Over Printed Name/ Date



INTERNAL QMS AUDIT REPORT

AREA/ PROCESS/ FUNCTION	AUDITOR(S)	DATE
Management Information System & International Communication Technology (PLN-MIS)	Dr. Renato Masiliw III <i>RM3</i>	December 1, 2022
NUMBER OF AUDIT FINDINGS:		
<input type="checkbox"/> 7 Positive Finding	<input type="checkbox"/> 0 Major Nonconformity	<input type="checkbox"/> 0 Minor Nonconformity
<input type="checkbox"/> 5 Observation	<input type="checkbox"/> 8 Opportunity for Improvement	
A. POSITIVE FINDING (<i>Good points/ best practices that others can benchmarked with</i>)		
1. MIS-ICT Personnel are part of the training provided by Huawei as SLSU is one of their ICT Academy		
2. Trainings on different fields of ICT have advanced staff's knowledge which is very useful in their line of work.		
3. Most MIS personnel are taking a Master in Information Technology degree.		
4. There are newly installed PC units in preparation for face-to-face laboratory classes.		
5. Continuous training were conducted for the MIS-ICT's personnel either internal training or externally provided training.		
6. A ticketing system for concerns is currently on development.		
7. The office is also involved in researches and grants such as the SMART CAMPUS project.		
B. MAJOR NONCONFORMITY (<i>System Breakdown, total failure to fulfill a specified requirement of the standard and / or own Management System</i>)		
1.		
2.		
3.		
C. MINOR NONCONFORMITY (<i>Lapse in the process/ system that has limited effect on the integrity of the Management System or to the University goals</i>)		
1.		
2.		
3.		
D. OBSERVATION (<i>Isolated lapse in the implementation that has a limited effect on the integrity of the management system</i>)		
1. There is a need to update the labels of each PC units as some are faded. This will be beneficial for easy tracking of equipment		
2. The server room as observed can be improved by installing backup generators. The space where the servers are located is small for future expansion and scalability.		
3. During the audit it was observed that the newly acquired properties have sticker for efficient traceability of equipment, however some needs to be updated as some are already faded.		
4. The office has storage for its tools and equipment, however, the space is becoming too small for expansion.		
5. The MIS-ICT has a web portal where clients can communicate their concerns. A single personnel is assigned to answer those queries. This is not enough to answer many inquiries.		
E. OPPORTUNITY FOR IMPROVEMENT (<i>Findings where basic requirements are compiled but can be further improved</i>)		
1. The office is provided with personnel to sustain the office's operation. However, additional staff may be hired to meet the growing needs of the clients.		
2. A competitive salary package may be offered for IT personnel to entice them to apply for job openings.		
3. Additional space of storage may be provided as the office is now too small for the amount of equipment they are maintaining.		
4. Due to the shift from traditional classes to hybrid learning internet connectivity is a must. The office must monitor different office on interconnectivity by monitoring and installing additional networking equipment to answer such concerns involving connectivity.		
5. There is a need for analysis of different data that are gathered for the office for future improvements.		



INTERNAL QMS AUDIT REPORT

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| 6. In case of downtime in internet services, it is being reported to the ISP and a notice of downtime is posted so that concerns offices are aware. A redundancy system may be upgraded. |
| 7. Projects and System Development time can be reduced by employing additional programmers for development of software systems. |
| 8. The enrolment system (SEEDS), has not been maintained in terms of bugs and patches. Purchase of an online enrolment system is highly encouraged to meet the changing needs of time and to provide flexibility for administration, faculty and students. |
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F. AREAS NOT COVERED DURING THE AUDIT (*Process, function, or procedure*)

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|---|
| 1. 6.3 Planning of Changes |
| 2. 7.1.5 Monitoring and Measuring Resources |
| 3. 7.1.6 Organizational Knowledge |
| 4. 8.2.2/8.2.3 Determination and Review of Requirements |
| |
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Note: Nonconformity shall be documented in the SIR form