



CORRECTIVE ACTION REPORT

Control No. : CAR-24-40	Date : July 16, 2024	Area/Activity :	Department of Agronomy
Auditor(s): QMO		Auditee/Process Owner : Luz G. Asio	

Source of Nonconformity:

Internal Audit : _____ Complaints: _____ Others: ☒ (compliance to procedure)

Classification of Findings: Major Nonconformity: _____ Minor Nonconformity: ☒

Observation: _____ Others: _____

NONCONFORMITY STATEMENT

Description of Nonconformity:

The Department of Agronomy fails to meet the requirement of survey responses as required for each service in accordance with ARTA guidelines outlined in MC s22-5, Section 4.3. It is stipulated that government agencies must administer the satisfaction surveys to all clients who have completed a transaction. Additionally, there is also a calculation of the minimum required number of responses for each service which requires data from the total transaction count. Consequently, this is the university's procedure in complying with ISO 9001:2015 Clause 9.1c standard, stating a requirement for the monitoring and measuring these services.

Relevant Evidences:

2023 CSAT Rating of all offices.

Anti-Red Tape Authority Requirement:

ARTA MC s22-5: Guidelines on the Implementation of the harmonized client satisfaction measurement

4.3 Methodology of the Client Satisfaction Measurement (CSM)

4.3.1 Identification of Eligible Respondents. Government agencies shall administer the CSM to ALL clients with completed transaction. Clients who completed multiple transactions shall have the opportunity to accomplish the CSM for each availed service. A transaction is considered complete when the final step of the service availed of per the Citizen's Charter of the government agency is accomplished.

ISO 9001: 2015 Clause and Requirement:

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

The organization shall determine:

- a) what needs to be monitored and measured;
- b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;

QUALITY MANAGEMENT SYSTEMS OFFICE

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