



REQUEST FOR CORRECTIVE ACTION (RFCA)

Reference Control No: ISRDS-NC-22-01

Necessary Actions: Attendance sheets during meetings of the unit and some of the FM-VPA-03 (arrangement of classes to be missed) have no assigned control number.

Correction: Applicable only to NCs)

None

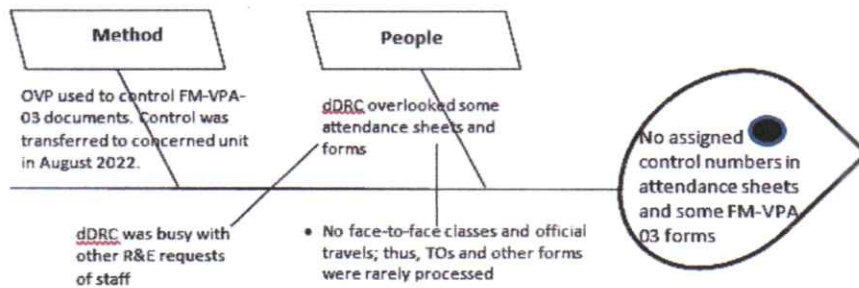
RFCA No.

Target Completion Date for Correction: December 20, 2022

Risk Level for NCs: (1-10)

- X 1-3 (Resolved at unit level)
4-6 (Resolved at dean/director level)
7-9 (Resolved at the VP level)
10 (Resolved at the President's level)

Root Cause Analysis



Analyzed by:

Liliana B. Nunez
LILIAN B. NUNEZ
Process Owner

Reviewed by:

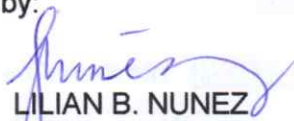
Lead Auditor /Member

Describe the necessary Corrective Actions:

No	Action Description	Responsible Person	Target Implementation Date
1	Advise dDRC to perform the document control task meticulously and with mastery.	LB Nunez	November 15, 2022
2	Double-check the assignment of control numbers to all documents.	dDRC & alternate dDRC	November 15, 2022
3	Assign control numbers to documents without control numbers.	dDRC & alternate dDRC	December 20, 2022
4			
5			
6			
7			
8			



Approved by:


LILIAN B. NUNEZ
Office / Unit Head

Target Completion Date:

December 20, 2022

REVIEW / MONITORING

#	Remarks	Date	Reviewed/ Monitored by	Status



REQUEST FOR CORRECTIVE ACTION (RFCA)

Reference Control No: ISRDS-NC-22-02

Necessary Actions: The unit has no evidence showing evaluation and monitoring of virtual classroom (Graduate Classes) using PM-IMD-04.

Correction: Applicable only to NCs)

None

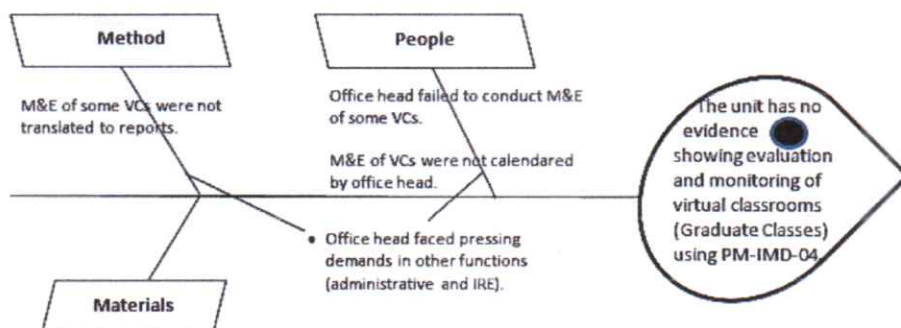
RFCA No.

Target Completion Date for Correction: February 28, 2023

Risk Level for NCs: (1-10)

- X 1-3 (Resolved at unit level)
4-6 (Resolved at dean/director level)
7-9 (Resolved at the VP level)
10 (Resolved at the President's level)

Root Cause Analysis:



Analyzed by:

Lilian B. Nunez
LILIAN B. NUNEZ
Process Owner

Reviewed by:

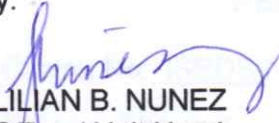
Lead Auditor /Member

Describe the necessary Corrective Actions:

No	Action Description	Responsible Person	Target Implementation Date
1	Calendar the monitoring and evaluation of virtual classrooms and allocate enough time for report preparation.	LB Nunez	November 15, 2022
2	Conduct monitoring of all VCs of graduate courses offered on the current semester and prepare and submit PM-IMD-04 for each VC monitored.	LB Nunez	November 29 to December 2, 2022
3	Propose a simpler method of reporting VC monitoring and evaluation, e.g. embed M&E forms in the VC so that the reviewer can just click "Submit" button.	LB Nunez	February 28, 2023
4			
5			



Approved by:


LILIAN B. NUNEZ
Office / Unit Head

Target Completion Date:

February 28, 2023

REVIEW / MONITORING

#	Remarks	Date	Reviewed/ Monitored by	Status



JUSTIFICATION

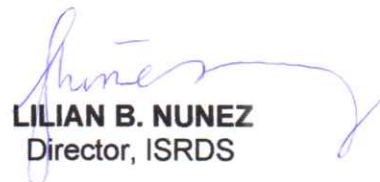
December 1, 2022

TO WHOM THIS MAY CONCERN:

THIS IS TO JUSTIFY the late submission of the Request for Corrective Action (RFCA) for the two NCs of ISRDS. The two NC Reports were received by the undersigned on November 15, 2022 and should have their respective RFCAs submitted to the Office of the Director for Quality Assurance (ODQA) on November 22, 2022 at the latest. However, the two RFCAs are submitted only today because the undersigned used the wrong form (FM-QAC-21 instead of FM-QAC-25) and submitted these to ODQA on November 16, 2022.

Right after the undersigned received the NC Reports (FM-QAC-21) and General Observations and OFI List (FM-QAC-22), she called an emergency staff meeting to analyze the NCs and OFIs and agree on the appropriate corrective actions. After the meeting, she filled out the General Observations and OFI List first, then tackled the NC Reports next, thinking that these NC Reports, which contained a blank form, were to be filled out directly just like the OFI List. The undersigned was unable to recall that there was a separate form to accomplish for the RFCA (FM-QAC-25). She realized the error committed only when ISRDS was informed through a phone call from ODQA on November 29, 2022. The national holiday on November 30, 2022 further delayed the submission of the two RFCAs.

The undersigned appeals for kind consideration of this lapse and assures ODQA that it will not happen again.


LILIAN B. NUNEZ
Director, ISRDS