

Visca, Baybay City, Leyte, PHILIPPINES Telefax: +63 53 563 7534; Local 1076

Email: qac@vsu.edu.ph Website: <u>www.vsu.edu.ph</u>

REQUEST FOR CORRECTIVE ACTION (RFCA)

Ref	erence Control No: ISRDS-NC-22-01				
	essary Actions: Attendance sheets during				
_		RFCA No.			
		Target Completion Date for Correction: December 20, 2022			
	None				
		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				
D	Course Analysis				
Root	t Cause Analysis				
Method People					
	OVP used to centrol FM-VPA-	3			
	03 documents. Control was atter	Coverlooked some ndance sheets and	No assigned		
	in August 2022.	re	control numbers in		
		,	attendance sheets and some FM-VPA		
	MANAGEM	ace-to-face classes and official els; thus, TOs and other forms	03 forms		
		e rarely processed			
A1	A A A	Day is word by			
Analyzed by: Reviewed by:					
	LILIAN B. NUNEZ				
	Process Owner		Lead Auditor /Member		
	Describe the ne	ecessary Corrective A	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	dDRC &	Nevember 45, 2000		
	numbers to all documents.	alternate dDRC	November 15, 2022		
3	Assign control numbers to documents	dDRC &	December 20, 2022		
	without control numbers.	alternate dDRC	2000111201 20, 2022		
4					
5					
7					



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Approved by:

ULIAN B. NUNEZ

Target Completion Date:

December 20, 2022

	REVIEW / M	ONITORING		
#	Remarks	Date	Reviewed/ Monitored by	Status



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REQUEST FOR CORRECTIVE ACTION (RFCA)

Ref	erence Control No: ISRDS-NC-22-02				
	essary Actions: The unit has no evidence duate Classes) using PM-IMD-04.	showing evaluation	n and monitoring of virtual classroom		
Correction: Applicable only to NCs)		RFCA No.			
		Target Completion Date for Correction: February 28, 2023			
		7-9 (Resolved a	t unit level) t dean/director level)		
Root	t Cause Analysis:				
M&E of some VCs were not translated to reports. Office head failed to conduct M&E of some VCs. M&E of VCs were not calendared by office head. Office head faced pressing demands in other functions (administrative and IRE). The unit has no evidence showing evaluation and monitoring of virtual classrooms (Graduate Classes) using PM-IMD-04					
Anal	lyzed by:	Reviewed by:	· ·		
	Process Owner		Lead Auditor /Member		
	Describe the ne	cessary 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					



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Approved by:	0
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	1. alv

Target Completion Date:

LILIAN B. NUNEZ Office / Unit Head

February 28, 2023

	i i	REVIEW / MONITO	OKING		
#	Remarks	Res	Date	Reviewed/ Monitored by	Status





INSTITUTE FOR STRATEGIC RESEARCH AND DEVELOPMENT STUDIES

Visayas State University Visca, Baybay City, Leyte, PHILIPPINES Phone: (053) 565-0600 local 1049 & 1050

Email: <u>isrds@vsu.edu.ph</u> Website:<u>www.vsu.edu.ph</u>

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