



## REQUEST FOR CORRECTIVE ACTION (RFCA)

Reference Control No: NCRC-NC-21-01

Necessary Actions: (To be accomplished by process owner)		
<p>(Correction: Applicable only to NCs):</p> <p>During the audit (Sept 27, 2021), the dDRC of NCRC-V called OVPREI and requested a copy of ROAM, SWOT, and OTP for 2021. OVPREI advised NCRC-V to secure an e-copy of the said documents at OVPREI QMS folder which the dDRC did.</p> <p>Make sure an updated copy of ROAM, SWOT, and OTP when available are on file.</p> <p>Schedule a planning meeting, and make OPCR Targets for 2022 incorporating needs and expectations of interested parties, risks and opportunities, and establish its own quality objectives, targets/OTPs relevant to its functions.</p>	RFCA No.	
	Target Completion Date for Correction:	
	<p>Risk Level for NCs: (5)</p> <p>4-6 (Resolved at dean/director level)</p>	
<p>Root Cause Analysis:</p> <p>NCRC did not receive a hard copy of ROAM, SWOT and OTP from OVPREI</p>		
<p>Analyzed by:</p> <p><u>MARISEL A. LEORNA</u> Process Owner</p>		<p>Reviewed by:</p> <p><u>DENNIS P. PEQUE</u> Lead Auditor /Member</p>
Describe the necessary Corrective Actions:		
No	Action Description	Target Implementation Date
1	Always check emails to keep updated on notices and information related to ISO forms, guidelines and procedures.	December 2, 2021
2	Make sure an updated copy of ROAM, SWOT, and OTP when available are on file	December 2, 2021
3	Conduct meeting with NCRC staff for OPCR incorporating needs and expectations of interested parties, risks and opportunities, and establish its own quality objectives, targets/OTPs relevant to its functions.	December 6, 2021
<p>Approved by:</p> <p><u>MARISEL A. LEORNA</u> Office / Unit Head</p>		<p>Target Completion Date:</p> <p>December 15, 2021</p>