



CORRECTIVE ACTION REPORT

CAR Control No. : CAR-22-039

Date: March 3, 2022	Issued to: Department of Business Management	Issued by: QMR
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NONCONFORMANCE / PROBLEM DESCRIPTION / OPPORTUNITY FOR IMPROVEMENT

A nonconformity was raised regarding the non-submission of grades for the First Semester School Year 2021-2022 on the following subjects:

- *Mgmt 204 (MG04), Mgmt 103 (D117, D209), Mgmt 121 (D006), Mgmt 197n (DF20), Mgmt 189 (DF27)*
- *Mgmt 121n (D015, D173, D175, D206, D210, D214), Mgmt 138n (D040, D248), Mgmt 197n (DF19), Mgmt 189.1 (DF26), Mgmt 189 (DF28)*
- *Mgmt 136n (D218, D234, D268)*
- *MGMT202 (MG02)*
- *Mgmt 198n (D046), Mgmt 103 (D065, D127, D129)*
- *Mgmt 121n (D177, D179), Entr 11 (D188, D261, D264)*
- *Mgmt 136n (D061, D242, D250), Mgmt 135n (D105, D225, D249, D257)*
- *Mgmt 104 (D170, D171, D172, D267, D272), Mgmt 197n (DF15), Mgmt 189.1 (DF24)*
- *Mgmt 111 (D158, D164), Entr 11 (D167, D262, D277, D168, D192)*
- *Mgmt 198n (D222, D041, D246, D254)*
- *Mgmt 112 (D208)*
- *Mgmt 138n (D256, D269)*
- *Mgmt 136n (D044), Mgmt 197n (DF12), Mgmt 189 (DF29), Mgmt 137n (D034, D073, D074, D220, D244, D252)*
- *Entr 11 (D184, D187, D191, D266, D279)*
- *Mgmt 120 (D076, D089)*
- *Mgmt 112 (D017, D120, D126, D216), Mgmt 197n (DF08)*
- *Mgmt 198n (D078), Mgmt 103 (D122, D213, D217)*

The late submission of grades has been a recurring nonconformity during the Certification Audit (CA), 2nd Internal Quality Audit, 2nd IQA, FSA, and 3rd Internal quality Audit. One of the action plans to be implemented is the issuance of CARs to the unit/department whose faculty members fails to submit the grades after the set deadline which will be implemented effective end of First Semester 2020-2021. In adherence to ISO Clause 10.2.1a which states that "When a nonconformity occurs, including any arising from complaints the organization shall react to the nonconformity and, as applicable take action to control and correct it", and Clause 10.1, The organization shall determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction. These shall include, a) improving products and services to meet requirements as well as to address future needs and expectations by; b) correcting, preventing or reducing undesired effect.