

# OFFICE OF THE DIRECTOR FOR QUALITY ASSURANCE

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)**

Reference Control No: GLMO-NC-21-01

lecessary Actions: (To be accomplished by process owner)						
Correction: Applicable only to NCs)	RFCA No.					
Vacant room in the PPO office will be used	Target Completion Date for Correction: December 31, 2021					
as GLMO office.	Risk Level for NCs: (1-10)					
	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					
Dark Causa Anghaire	10 (Nesolved at the Flesident's level					

#### Root Cause Analysis:

- Why 1: The temporary office (Nursery) was still under proposal.
- Why 2: The existing office of the GLM head was at the PPO building, where QP was posted.
- Why 1: Meetings about ISO-related concerns were conducted with top management under PPO.
- Why 2: Only the landscaping works/activities were the agenda discussed on the regular meetings conducted with all landscaping personnel.

Analyzed by: Reviewed by:

#### RODEN D. TROYO Process Owner

LUZ O. MORENO

Lead Auditor / Member

Describe the necessary Corrective Actions:						
No	Action Description	Target Implementation Date				
1	The proposed new office at the nursery is not yet approved. Hence, the existing office at the PPO building will be utilized.	December 31, 2021				
2	Outputs of the meeting about ISO-related concerns from the top management of PPO will be communicated to the landscape personnel.	December 31, 2021				
Approved by:		Target Completion Date:				
	RODEN D. TROYO Office / Unit Head	December 31, 2021				

	REVIEW / MON	NITORING		
#	Remarks	Date	Reviewed/ Monitored by	Status



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### **REQUEST FOR CORRECTIVE ACTION (RFCA)**

**Reference Control No: GLMO-NC-21-02** 

lecessary Actions: (To be accomplished by process owner)							
Correction: Applicable only to NCs)	RFCA No.						
Review of the PPO Quality Procedures and Guidelines.	Target C 2021	Completion	Date	for Co	orrection:	December	31,
Guidelines.	1 <b>-3 (Res</b> c 4-6 (Resc 7-9 (Resc	Risk Level for NCs: (1-10) 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:							
	Why 1: The unit head is not aware of the procedure manual of the unit.  Why 2: No proper turnover of the previous unit head.						
Analyzed by:	Re	viewed by:					
RODEN D. TROYO Process Owner		<b>LUZ O. MORENO</b> Lead Auditor / Member					
Describe the	necessary (	Corrective A	Actions				
No Describe the necessary Corrective No Describe the No D					malaman	tation Data	
Action Description	avala frama I	DDO	Target Implementation Date				
1 To ask a copy of existing procedure ma Approved by:	nuais from i	PPO.	December 31, 2021 Target Completion Date:				
RODEN D. TROYO Office / Unit Head					er 31, 20		
REV	IEW / MON	IITORING					
# Remarks		Date		eviewe onitore by		Status	



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### **REQUEST FOR CORRECTIVE ACTION (RFCA)**

**Reference Control No: GLMO-NC-21-03** 

Necessary Actions: (To be accomplished by process owner)					
rection: Applicable only to NCs) RFCA No.					
uest appointment letter to let the existing	Target C 2021	Completion	Date for	Correc	ction: December 31,
GLMO. Risk Level for NC					
4-6 (Resolved at de				,	
7-9 (Resolved at the VP level)					
t Cause Analysis:	(1.1000				
y 1: No existing dDRC was assigned to the	unit befor	re the unit h	nead took	over.	
y 2: The unit head cannot assign a dDRC t	from GLM(	D's personr	nel since r	no one is	computer literate.
•		•			·
lyzed by:	Re	viewed by:			
PODEN D. TROVO				11170	MODENO
Process Owner	Lead Auditor /Member				
Dogariha tha n	000000011	Corroctive	\ ationa:		
No Describe the necessary Corrective Actions:					
Action Description			Target Implementation Date		
	's dDRC		December 31, 2021		
roved by:			Target Completion Date:		
			December 31, 2021		
Office / Office read					
REVI	EW / MON	IITORING			
Remarks		Date	Mon	itored	Status
	rection: Applicable only to NCs) uest appointment letter to let the existing tic of PPO will serve as the dDRC of MO.  It Cause Analysis:  y 1: No existing dDRC was assigned to the y 2: The unit head cannot assign a dDRC to yzed by:  RODEN D. TROYO Process Owner  Describe the n Action Description  PPO's dDRC will be assigned as the unit roved by:  RODEN D. TROYO Office / Unit Head	rection: Applicable only to NCs)  uest appointment letter to let the existing and the control of	rection: Applicable only to NCs)  uest appointment letter to let the existing (C of PPO will serve as the dDRC of MO.  Risk Level for NCs:  1-3 (Resolved at ur 4-6 (Resolved at de 7-9 (Resolved at the 10 (R	RECA No. Target Completion Date for 2021  Risk Level for NCs: (1-10) 1-3 (Resolved at unit level) 4-6 (Resolved at the VP level) 10 (Resolved at the President of Reviewed by:  RODEN D. TROYO Process Owner  Action Describe the necessary Corrective Actions:  Action Describe the necessary Corrective Actions:  Action Description  PPO's dDRC will be assigned as the unit's dDRC  RODEN D. TROYO Process Owner  Action Description  REVIEW / MONITORING  Reviewed by:  Reviewed by:  REVIEW / MONITORING  Reviewed Monitoring	rection: Applicable only to NCs)  uest appointment letter to let the existing (C of PPO will serve as the dDRC of MO.  RFCA No.  Target Completion Date for Correct 2021  Risk Level for NCs: (1-10)  1-3 (Resolved at unit level)  4-6 (Resolved at the VP level)  10 (Resolved at the VP level)  10 (Resolved at the President's level to Cause Analysis:  y 1: No existing dDRC was assigned to the unit before the unit head took over.  y 2: The unit head cannot assign a dDRC from GLMO's personnel since no one is level by:  RODEN D. TROYO Process Owner  Reviewed by:  RODEN D. TROYO Process Owner  Action Describt the necessary Corrective Actions:  Action Description  Target Imple  PPO's dDRC will be assigned as the unit's dDRC  PPO's dDRC will be assigned as the unit's dDRC  RODEN D. TROYO Office / Unit Head  REVIEW / MONITORING  Reviewed/