



CORRECTIVE ACTION REPORT

Control No.: CAR.IQA-NSTP-NC-24-02	Actual Date of Audit: October 1, 2024	CAR Issued Date: November 04, 2024	Area/Activity: NSTP
Auditor(s): Pamela Posas Orano		Auditee/Process Owner: Director, NSTP	
Source of Nonconformity: Internal Audit: <u> / </u> Complaints: <u> </u> Others: <u> </u>			
Classification of Findings: Major Nonconformity: <u> </u> Minor Nonconformity: <u> / </u> Observation: <u> </u> Others: <u> </u>			
NONCONFORMITY STATEMENT			
Description of Nonconformity: <p>The organization fails to ensure that documented information required by the quality management system must be controlled to ensure it is available and suitable for use, where and when it is needed. This includes ensuring that the orientation records are properly created, maintained, and accessible.</p> <p>Relevant Evidences: According to Item 5.1 of the procedure, it is stated that "The NSTP Director, along with the coordinators of the component programs, will organize orientation activities to inform students about the goals of the NSTP law and the component programs offered. The orientation is intended to be conducted face-to-face on the first training day of the semester. However, in light of the pandemic and associated health-related restrictions, a virtual orientation format will be utilized." During the audit, the auditee asserted that the orientation was conducted. However, no evidence was provided to substantiate this claim, such as attendance records or documentation of the virtual session.</p> <p>ISO 9001: 2015 Clause and Requirement: Clause 7.5.3 Control of Documented Information 7.5.3.1 Documented information required by the quality management system and by this International Standard shall be ensure : a. it is available and suitable for use, where and when it is needed.</p>			
Prepared by: PAMELA P. ORANO Internal Auditor (For Internal Audit NCs) QMO (For NCs/findings outside Internal Audit) Date: October 1, 2024	Reviewed by: PAMELA P. ORANO Internal Lead Auditor (For Internal Audit NCs) Immediate Supervisor (For NCs/findings outside Internal Audit) Date: 11/4/24	Acknowledged by: DR. DARIO LINA Auditee/Process Owner Date:	

INTERNAL QUALITY AUDIT OFFICE

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