



## REQUEST FOR CORRECTIVE ACTION (RFCA)

Reference Control No: **DOPAC-NC-22-01**

Necessary Actions: (To be accomplished by process owner)	
Correction: Applicable only to NCs)	RFCA No. 22-01
NC1	Target Completion Date for Correction:
<ol style="list-style-type: none"> <li>1. Removed obsolete/non-updated procedure manuals.</li> <li>2. Checked all distributed copies of controlled PMs against the master list to ensure new version of PMs is available at DoPAC.</li> </ol>	September 29, 2022
NC2	Risk Level for NCs: (1-10)
<ol style="list-style-type: none"> <li>1. Forwarded the supervisory plan to the office of the Dean of CAS for signature.</li> <li>2. Filed the approved document accordingly.</li> </ol>	1-3 (Resolved at unit level)
<b>Root Cause Analysis:</b>	
NC 1. Old version of VPR Procedure Manuals is still on file.	
<ol style="list-style-type: none"> <li>1. Why? Reason: The dDRC failed to pull out the old PMs in file.</li> <li>2. Why? Reason: Instruction was given to alternate dDRC by the core dDRC but was not strictly followed by the alternate dDRC.</li> <li>3. Why? Reason: Alternate dDRC overlooked the procedure for keeping and processing of old PMs and the core dDRC failed to check its implementation.</li> <li>4. Why? Reason: Alternate dDRC and dDRC were overwhelmed with voluminous documents to process and workload.</li> </ol>	
<b>Root Cause:</b>	
Competence requirement (time or task management) of the alternate dDRC and core dDRC had not been updated.	
<b>NC 2. Supervisory Plan was not signed by the CAS Dean</b>	
<ol style="list-style-type: none"> <li>1. Why? Reason: Alternate dDRC and core dDRC failed to print the document.</li> <li>2. Why? Reason: dDRC overlooked the printing and submission of the document for signature of the Dean of CAS.</li> </ol>	



2. Why the alternate dDRC and core dDRC failed to print the document?

**Reason:** dDRC overlooked the printing and submission of the document for signature of the Dean of CAS.

3. Why dDRC overlooked the printing and submission of the document for signature of the Dean of CAS?

**Reason:** The email/IP of the alternate and core dDRC was overwhelmed with the documents received for processing.

**Root Cause:**

Competence requirement (time or task management and/or organization of emails/files) of the alternate dDRC and core dDRC had not been updated.

Analyzed by:

ELIZABETH S. QUEVEDO  
Process Owner


Reviewed by:

SUZETTE B. LINA  
Lead Auditor /Member

**Describe the necessary Corrective Actions:**

No	Action Description	Responsible Person	Target Implementation Date
1	<p><b>NC1</b></p> <ol style="list-style-type: none"> <li>1. Close monitoring of the core dDRC on the implementation of the process for handling of obsolete PMs/forms.</li> <li>2. Update job description and competence requirement (computer literate, time and task management) of the alternate (JO clerk) and core dDRC.</li> <li>3. New position holder shall be qualified to all job requirements as specified in the updated job description.</li> </ol> <p><b>NC2</b></p> <ol style="list-style-type: none"> <li>1. Close monitoring of the core dDRC on the availability/traceability of document in file.</li> <li>2. Re-training/attendance of the alternate and core dDRCs to refresher course on how to manage files, and indexing for a very systematic and quick traceability of document.</li> <li>3. Update job description and competence requirement of the</li> </ol>	<p>Department Head</p> <p>Department Head</p> <p>Department Head</p> <p>Department Head</p> <p>Department Head/QAC</p> <p>Department Head</p>	<p>October 1, 2022</p> <p>December 2022</p> <p>December 2022</p> <p>October 1, 2022</p> <p>December 2022 (to be requested)</p> <p>December 2022</p>



	alternate dDRC (JO clerk) and core dDRC. 4. New position holder shall be qualified to all job requirements as specified in the updated job description.	Department Head	December 2022
Approved by:  ELIZABETH S. QUEVEDO Office / Unit Head		Target Completion Date: December 31, 2022	

**REVIEW / MONITORING**

#	Remarks	Date	Reviewed/ Monitored by	Status