



CORRECTIVE ACTION REPORT

CAR Control No. : CAR-23-110

Date: February 23, 2023

Issued to: Department of Economics

Issued by: QMO

NONCONFORMANCE / PROBLEM DESCRIPTION / OPPORTUNITY FOR IMPROVEMENT

A nonconformity was raised to the Department of Economics with lacking Outcomes-Based Education (OBE) Course Syllabus for courses offered in the 1st and 2nd semesters of AY 2021-2022.

In adherence to ISO 8.2.2ab, when determining the requirements for the products and services to be offered to customers, the organization shall ensure that:

- the requirements for the products and services are defined including any applicable statutory and regulatory requirements and those considered necessary by the organization;
- the organization can meet the claims for the products and services it offers.

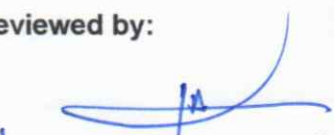
In addition, ISO Clause 10.2.1a which states that "When a nonconformity occurs, including any arising from complaints the organization shall react to the nonconformity and, as applicable take action to control and correct it", and Clause 10.1, The organization shall determine and select opportunities 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 effects.

Prepared by:


ALELI A. VILLOCINO
Quality Management Officer

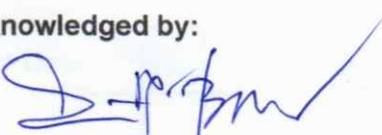
Date: February 23, 2023

Reviewed by:


MOISES NEIL V. SERIO
Dean, CME

Date:

Acknowledged by:


ERNESTO F. BULAYOG
Head, DOE

Date:

CORRECTION

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- The faculty and affiliates handling courses last 1st and 2nd semester of SY 2021-2022 were informed on the issued CAR for non submission of obedized syllabus of the following courses:

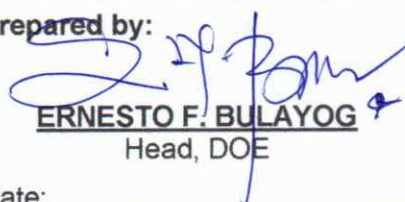
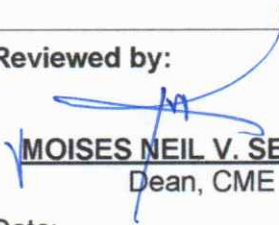
1. AGECE 235	6. Bcon 146
2. AGECE 222	7. Bcon 147
3. Ncon 145	8. Econ 153n
4. Ncon 147	9. ABMg 105
5. Bcon 145	10. Bcon 144
- Require the concerned faculty and affiliates to submit the lacking obedized syllabus as mentioned above following the prescribed format set by OIMD before the deadline as per OP Memo No. 44 Series of 2023.

INVESTIGATION AND ROOT CAUSE ANALYSIS

1. Many other tasks/assignments (aside teaching) are assigned to the faculty concerned causes the delay/no submission of these OBE syllabus.
2. Some of these syllabi had draft already but the concerned faculty forgot to work on the given comments of the Department Evaluation Committee on OBE syllabus.
3. Some of these syllabi were assigned to new faculty, hence considered as their new preparation.
4. There have been no replacements to four (4) faculty members who have retired since last semester resulting to overloading of the remaining faculty.

CORRECTIVE ACTION

#	Action	Target Date	Responsible Person
	Require the faculty and affiliates to prepare obedized syllabus before the start of classes to avoid occurrence of non conformity	Before the start of classes	Concerned faculty
	Conduct monitoring and prepare checklist of obedized syllabus submitted	Every semester	Head, dDDRC

Prepared by:  <u>ERNESTO F. BULAYOG</u> Head, DOE Date:	Reviewed by:  <u>MOISES NEIL V. SERIÑO</u> Dean, CME Date:	Approved by: <u>ALELI A. VILLOCINO</u> Quality Management Officer Date:		
VERIFICATION / FOLLOW-UP				
#	Verification Remarks	Date	Verified by	Status
CLOSURE				
Final Status: <input type="checkbox"/> Closed <input type="checkbox"/> Failed (for re-issuance)		Approved by:		Date: