



**CORRECTIVE ACTION REPORT**

<b>Control No.:</b> CAR-24-111	<b>Actual Date of Audit:</b>	<b>CAR Issued Date:</b> December 16, 2024	<b>Area/Activity:</b> Department of Agronomy
<b>Auditor(s):</b> Quality Management Officer		<b>Auditee/Process Owner:</b>	
<b>Source of Nonconformity:</b> Internal Audit: _____ Complaints: _____ Others: _____			
<b>Classification of Findings:</b> Major Nonconformity: _____ Minor Nonconformity: _____ Observation: _____ Others: _____			
<b>NONCONFORMITY STATEMENT</b>			
<b>Description of Nonconformity:</b> A nonconformity has been raised with the <b>Department of Agronomy</b> regarding the absence of updated Outcomes-Based Education (OBE) course syllabi from the Instructional Materials Development Office (IMDO) for the courses offered in the first semester of AY 2024-2025 in the following subjects: <ul style="list-style-type: none"><li>▪ <b>AgSc 13- Introduction to Ecological Agriculture</b></li></ul>			
<b>Relevant Evidences:</b> <ol style="list-style-type: none"><li>1. According to the Instructional Materials Development Office (IMDO) records, out of 908 subjects offered for the first semester of AY 2024-2025, 776 have submitted their syllabi, while 132 have not revised course syllabi, despite multiple reminders and communications. Notably, during the previous Internal ISO Audit, approximately 14.13% of the total subjects were found to lack updated course syllabus.</li><li>2. A copy of the data summary for the syllabi of the 1st Semester, AY 2024-2025.</li></ol>			
<b>ISO 9001: 2015 Clause and Requirement:</b> 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: a) the requirements for the products and services are defined including any applicable statutory and regulatory requirements and those considered necessary by the organization; b) 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.  In addition, Clause 5.1.4.7. of PM-QAC-10, the implementation of the full corrective action must be completed in <b>not more than 7 working days upon receipt of the CAR.</b>			

**QUALITY MANAGEMENT SYSTEMS OFFICE**

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