



**CORRECTIVE ACTION REPORT**

<b>Control No.:</b> CAR-24-01	<b>Date:</b> January 29, 2024	<b>Area/Activity:</b> IMDO
<b>Auditor(s):</b> QMO	<b>Auditee/Process Owner:</b> DAgro	
<b>Source of Nonconformity:</b> Internal Audit : _____ Complaints: _____ Others: _____		
<b>Classification of Findings:</b> Major Nonconformity: _____ Minor Nonconformity: _____ Observation: _____ Others: _____		
<b>NONCONFORMITY STATEMENT</b>		
<p><b>Description of Nonconformity:</b></p> <p>A nonconformity was raised to the Institute of Department of Agronomy with lacking Outcomes-Based Education (OBE) Course Syllabus for courses offered in the 1<sup>st</sup> semesters of AY 2023-2024 on the following subjects:</p> <ul style="list-style-type: none"> <li>▪ <b>Agro 199C- COLLOQUIUM</b></li> </ul> <p><b>Relevant Evidence:</b></p> <p>As per Memorandum Circular No. 41 Series of 2023 with a document code of FM-OOP-01 states that all faculty members who have not submitted their syllabi are directed to submit them to the OHIMD. College Deans and Department Heads must closely monitor submission and must ensure all the lacking syllabi will be submitted on the set deadline.</p> <p><b>ISO 9001: 2015 Clause and Requirement:</b></p> <p>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:</p> <ol style="list-style-type: none"> <li>the requirements for the products and services are defined including any applicable statutory and regulatory requirements and those considered necessary by the organization;</li> <li>the organization can meet the claims for the products and services it offers.</li> </ol> <p>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.</p> <p>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.</p> <p>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></p>		