



## CORRECTIVE ACTION REPORT

<b>CAR Control No. :</b> CAR-21-017			
<b>Date :</b> October 08, 2021	<b>Issued to:</b> Office the of Director for Physical Plant	<b>Issued by:</b>	Quality Management Representative

### NONCONFORMANCE / PROBLEM DESCRIPTION / OPPORTUNITY FOR IMPROVEMENT

A nonconformity was raised for the Office of the Director for Physical Plant as the office failed to keep and protect the controlled copy of the procedure manual issued to them as the Process Owner. As indicated in the sub-clause 7.5.3.1 of the Philippine National Standard ISO 9001:2015 under 7.5.3 Control of Documented Information, documented information required by the quality management system and by this International Standard shall be controlled to ensure: a) it is available and suitable for use, where and when it is needed and b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

The procedure manual that the office lost are the following:

- PM-GSD-01 rev 00 July 16, 2019 –Preventive Maintenance Controlled copy number 2019-76
- PM-GSD-02 rev 00 July 16, 2019 –Corrective Maintenance Controlled copy number 2019-76
- PM-GSD-03 rev 00 July 16, 2019 –Request to use University and Equipment Controlled copy number 2019-76
- PM-GSD-04 rev 00 July 16, 2019 –Maintenance and Calibration of Equipment and Laboratory Instruments Controlled copy number 2019-76

<b>Prepared by:</b>   ALELIA VILLOCHINO QMR	<b>Reviewed by:</b>   DANIEL LESLIE S. TAN Vice President for Administration and Finance	<b>Acknowledged by:</b>   MARIO LILIO P. VALENZONA Director for Physical Plant
Date: October 08, 2021	Date: October 08, 2021	Date: October 12, 2021

### CORRECTION

Assigned and designate the dPRC of PPO as the overall in-charge of keeping and controlling the QP's and GL's of PPO.

Action	Target Date	Responsible Person
1. keep a logbook per document tracking of borrowing PPO's QP and GLs.	January 7, 2022	PPO dPRC
2. set timeline on how many days QP's and GL's be borrowed.	January 7, 2022	MLP Valenzona, PPO dPRC
3. Provide a data file for PPO's QP's and GL's for reliability and traceability.	December 31, 2021	PPO dPRC



# INVESTIGATION AND ROOT CAUSE ANALYSIS

Why 1: QP's & GL's of PPO were revised based on the new organizational structure of VSU, softcopies were kept and retained in the office computer, however the hard copies were lost and nowhere to be found. The Office failed track the copies of PPO's QPs and GLs.

Why 2: Tracking of documents was practice in the office only for obligations, DTR, PRs, vouchers and the likes, however tracking of borrowing PPO's QPs and GLs was neglected and failed to include in the document traceability.

## CORRECTIVE ACTION

#	Action	Target Date	Responsible Person
1	Keep a logbook for document tracking of borrowing PPO's QPs and GLs.	January 7, 2022	PPO dDRC
2	Set timelines on how many days QPs and GLs be borrowed.	January 7, 2022	MLP Valenzona, PPO dDRC
3	Provide a data filer for PPO's QPs & GLs for visibility and traceability.	December 31, 2021	PPO dDRC

**Vision:**  
**Mission:**

A globally competitive university for science, technology, and environmental conservation.  
Development of a highly competitive human resource, cutting-edge scientific knowledge and innovative technologies for sustainable communities and environment.

Quality Management  
Representative

MARIO LILIO P. VALENZONA  
Director for Physical Plant

Date:

**DANIEL LESLIE S. TAN**  
Vice President for Administration  
and Finance

Date:

ALELI A. VILLOCINO  
QMR

Date:

#	Verification Remarks	Date	Verified by	Status
	<p>Chair</p> <p>Chair President for Administration and Finance</p> <p>Chair President for Physical Plant</p> <p>Date October 08, 2021</p> <p>Date October 08, 2021</p> <p>Date October 13, 2021</p>			

Final Status:	<input type="checkbox"/> Closed	<input type="checkbox"/> Failed (for re-issuance)	Approved by:	Date:
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Page 3 of 3  
FM-QAC-17  
v1 05-13-2020  
No. CAR-21-017