



9 July 2021

MEMORANDUM CIRCULAR NO. 74
Series of 2021

T O: All VPs, Deans, Directors, Department/Unit/Office Heads

R E: Official Result of the First Surveillance Audit for ISO 9001:2015 conducted by TUV Rheinland on February 04-05, 2021

We are delighted to provide you with the official result of the First Surveillance Audit for ISO 9001:2015 conducted by TUV Rheinland last February 04-05, 2021. Truly, the result was an overwhelming success having zero Nonconformity (NC). However, there were 10 recommendations and Opportunities for Improvement (OFI) provided by the external auditors which are intended to contribute to the continual improvement of our Quality Management System (QMS). The action plans of these findings will be checked by the external auditors during the Second Surveillance Audit (SSA) come February 2022.

For us to be ready for the SSA, addressing these findings and recommendations as soon as possible is a must for the continual improvement of the suitability, adequacy, and effectiveness of the QMS. Failure to address these findings may lead to a Nonconformity which will affect our ISO certification.

Attached here is a copy of the result of the findings for your reference and appropriate action. The Office of the Director for Quality Assurance through the Quality Management Representative and the Lead Auditor of the Internal Quality Audit Team will issue the General Observations and Opportunities for Improvement (GOOI) List (FM-QAC-22) within this week to the auditee/s of the concerned office/s where the OFIs were observed.

For reference on how to address the findings during the FSA, the procedure is still the same for internal audit as indicated in the Procedure for Corrective Actions (PM-QAC-10). You will also be provided with a quick guide on how to file and implement the Action Plans of these OFIs.

Thank you for your unending support for the continual improvement of our QMS.


EDGARDO E. TULIN
President