

#### OFFICE OF THE PRESIDENT

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Management System ISO 9001:2015

www.tuv.com ID 9108658749

28 February 2022

MEMORANDUM CIRCULAR NO. 23
Series of 2022

T 0:

All Vice-President, Deans, Directors, Department/Unit Heads, Faculty, Staff,

dDRCs and alternate dDRCs

R E:

Conduct of the Second Surveillance Audit

Please be advised that the Second Surveillance Audit (SSA) will be carried out 100% remote audit on March 15, 2022. The auditees are required to be available on the specified schedule. Please see attached Audit Plan for your reference.

The SSA will look at the implementation of every process with the Quality Management System (QMS) and to check for conformance to the ISO 9001 standards as well as the university's documentation, process effectiveness, and continual improvement.

This is also to remind all process and co-process owners and their respective dDRCs that the deadline for all documents and records to upload on the QMS Portal is on Friday, March 4, 2022. The Audit Team will start their surveillance audit of some portions of the QMS processes on Monday, March 7, 2022 and onwards to March 15, 2022. For your guidance and compliance.

Thank you for your continual support of our Quality Management System.

EDGARDO E. TULIN

President

Attachment:

Audit Plan

CN: 01 100 1934891



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Client:	Visayas State Univers		plan one week	client change c prior to the ac considered app	udit, then the
Location(s) / Production facility (facilities) / temporary sites / other premises of service delivery:	Visca, Baybay City, Le	yte 6521 Philip	pines		
Scope of application:	Provision of Higher and Advanced Educational Service including Research and Extension				
Applicable standard, Audit criteria:	ISO 9001:2015  Management system of conditions of certifications		of the orga	anization, T	erms and
Type of audit:	Second Surveillance	Audit – 100%	Remote A	udit	
Client's representative:	Dr. Edgardo E. Tulin, University President Ms. Aleli A. Villocino - QMR				
Audit objective:	Management system conformity assessment under application of sampling with the purpose of maintaining the existing certification  Determination of the ability of the management system to ensure the organization meets applicable statutory, regulatory and contractual requirements  Determination of the effectiveness of the management system to ensure the organization can reasonably expect to achieving its specified objectives				
Audit language(s):	English, Filipino (Taga Cebuano)	log,			
Audit leader :	Fronie Aligway (FA)	Auditor(s):		*Rolando (RR) Maribeth L (LM)	
external, company:	NA	✓ external,	company:	*Free Age	nt, NA
Environmental verifier:	NA	Expert(s):		NA	
extern, Firma:	NA	extern, F	irma:	NA	
City, date audit plan preparation:	Bulacan / 04 February	2022			
Date of last update:					
Reasons for modification of the audit plan during the audit:					

A room should be available to the auditors for their internal assessment. Auditee representatives accompany the auditors during the entire audit. During the opening meeting, at the latest, the audit team has to be informed about aspects relevant to occupational health and safety in the company.



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Refresh sums: Mark cell and press F9	ISO 9001 [Audit time in h]	
Debit Location:	26 hrs	3.25 mds
Fronie Aligway (FA)	8.67	1.08 md
Rolando Remitar (RR)	8.67	1.08 md
Maribeth Lucañas	8.67	1.08 md

Date / Time	Organizational Unit and Processes  Monday to Friday  8am-5pm (2 groups with alternate WFH)	Auditor/ Abbrev.l	Interviewee	Standard Chapter
	Opening Meeting  Introduction of Participants Basis of contract Audit objectives Audit plan (updated advices, security advices, audit proceeding, special features)  Top Management	TUVR Audit	Management Representative Process owner	Introduction to company. Presentation of Audit Objective, Audit Process, Fine-tuning of Audit Plan  4.1, 4.2, 4.3,5.1, 5.2, 5.3,
10:30	Change on QMS Context of Organization Scope of Application Needs and Expectations of Interested Parties Processes Control of External Provider Products and Services  Leadership and Planning Quality Policy and Objective Roles, Responsibilities and Authorities Systems / Process on taking actions in addressing Risk Assessment and Management Planning and Changes	Team	TOP MANAGEMENT	4.1, 4.2, 4.3,5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2,7.4,7.5 9.1, 9.2, 9.3, 10.1,10.2,10.3



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Date / Time	Organizational Unit and Processes  Monday to Friday  8am-5pm (2 groups with alternate WFH)	Auditor/ Abbrev.I	Interviewee	Standard Chapter
	Resources  Performance Evaluation     Statutory and Regulatory Requirements     Management Review     Customer Satisfaction (Feedback/Complaints)  Continual Improvement		dDRC to assist:  Ms. Les Andre Pamaos Ms. Nelsie Mondal Ms. Elmera Banoc Ms. Jansel Joi Villas Ms. Sheila Lemos Ms. Mary Anne Abedejos Ms. Raquel Dohiling Mr. Ronnel Honrada Mr. Raul Anthony Valenzona Mr. Poca Joe Didal	
10:30- 12:00	Internal Quality Audit Process Nonconformity/Corrective Action	FA	dDRC to assist:	4.1,4.2,5.3, 6.2, 7.1, 7.2, 7.3, 7.4, 7.5, 9.1, 9.2, 10.1, 10.2, 10.3 Note: Verification on use of TUVR Logo
	Facilities Management/ General Services  Infrastructure Development and Building Maintenance Unit; Power and Electrical Supply Maintenance Unit; Heavy Equipment and Light Vehicle Maintenance Unit  Guest house / Visca Market		Engr. Mario Valenzona Engr. Marlon Burlas  dDRC to assist:  Mr. Rafael Juntilla Ms. Alfe Mae Ann Marinay  Dr. Dilberto Ferraren Prof. Argina Pomida  dDRC to assist: Mr. Marvin Bandalan	4.1,4.2,5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.4, 8.5, 9.1, 10.1, 10.2, 10.3
	Note: School Canteen is not operational Curriculum Design, Development, Review and Evaluation for Tertiary Program and Graduate Program - Faculty/NTP Development Program	RR	Dr. Nancy D. Abunda	4.1,4.2, 4.3,5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7, 9.1, 10.1, 10.2, 10.3



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Date / Time	Organizational Unit and Processes  Monday to Friday  8am-5pm  (2 groups with alternate WFH)	Auditor/ Abbrev.I	Interviewee	Standard Chapter
	- Educational and Curriculum Design and Process - Instruction Supervision and Evaluation - Evaluation of Learning Effectiveness - Teacher Supervision and Evaluation - Evaluation of Compliance to Applicable Requirements - College of Agriculture and Food Science; - College of Engineering; - College of Management and Economics; - College of Forestry and Environmental Science; - College of Education; - College of Veterinary Medicine; - College of Nursing; - Graduate Program  Note: New Course offer: BS Applied Physics and BS Math under College of Arts and Sciences		Dr. Rachel Kim Aure- Director, Office of Instruction and Evaluation  Dr. Beatriz S. Belonias, VPAA  Deans: Dr. Victor B. Asio Dr. Janet C. Bencure Dr. Moises Neil V. Seriño Dr. Dennis P. Peque Dr. Bayron S. Barredo Dr. Santiago T. Peña, Jr. Dr. Joel Rey U. Acob Dr. Ma Theresa P. Loreto Dr. Anabella B. Tulin  dDRCs to assist the Deans:  Ms. Vanessa Nazal Mr. Rafael Vergara Ms. Nelsie Mondal Ms. Michelle Borleo Ms. Remenita Solis Ms. Frances Louise B. Dajao Mr. Rubio Timkang Ms. Geecel Galvez Mr. Delfin Cabardo Jr. Mr. Joel Israel Ms. Maricar Posas Ms. Jesibel Muertigue Ms. Charity Maarat Ms. Devianne Jane Daiz	
12:00NN	LUNCH BREAK			
1:00-3:00	Sampling - Classroom / Learning Delivery Observation	RR	Dr. Rev Rhizza L. Aure Head, Department of Applied Physics	4.1, 4.2,5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7, 9.1, 10.1, 10.2, 10.3
	<b>Note:</b> No Online laboratory Class Class observation using Google Meet platform		Dr. Eusebio R. Lina Jr Head, Department of Math: Dr. Ma. Theresa P. Loreto Dean, College of Arts & Sciences	



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Date / Time	Organizational Unit and Processes  Monday to Friday  8am-5pm (2 groups with alternate WFH)	Auditor/ Abbrev.I	Interviewee	Standard Chapter
			Dr. Ma. Rachel Kim L. Aure ODIE  Dr. Beatriz S. Belonias VP for Academic Affairs  dDRC to assist  Ms. Perlie A. Gucela Ms. Mary Joy H. Piamonte	
	Health Services – Medical and Dental Services  Maintenance of Physical and Virtual Laboratories		Dr. Elwin Jay Yu Dr. Merry Christ'l Guinocor  dDRC to assist: Ms. Analisa Pescadero Ms. Zarlin Compendio  Engr. Mario Lilio Valenzona Engr. Marlon Burlas  dDRCs to assist: Ms. Alfe Mae Ann Marinay Mr. Rafael Juntilla Mr. Vincent Paul Asilom	4.1, 4.2, 4.3, 5.3, 6.1, 6.2, 6.3 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.4, 8.5, 9.1,10.2, 10.3
1:00-2:00	Human Resource Development and Management including Training and Competency	FA	Ms. Honey Sofia V. Colis Ms. Jennifer E. Ando Ms. Miriam dela Torre  dDRCs to assist:  Ms. Luvilla Alcober Ms Carren Vilbar Ms. Ma Fe Gayanilo	4.1, 4.2, 4.3, 5.3, 6.1, 6.2, 6.3 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.4, 8.5, 9.1,10.2, 10.3
2:00-3:00	Risk and Opportunity Management	FA	Dr. Daniel Leslie S. Tan Mr. Toni Marc L. Dargante All Deputy Risk Managers	4.1, 4.2, 4.3, 5.3, 6.1, 6.2, 6.3 7.1, 7.2, 7.3, 7.4, 7.5, 9.1,10.2, 10.3



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Date / Time	Organizational Unit and Processes  Monday to Friday  8am-5pm (2 groups with alternate WFH)	Auditor/ Abbrev.I	Interviewee	Standard Chapter
			dDRCs to asisst: Ms. Jansel Joi Villas Ms Jerlyn Donayre Ms. Dalisay Andres	
	Customer Satisfaction; Customer Feedback; Handling of Complaints		Mr. Gideon Neil D. Tan Dr. Aleli A. Villocino Dr. Editha G. Cagasan dDRCs to assist	
			Mr. Poca Joe Didal Ms. Mary Anne Abedejos	
3:00-4:15	Research and Development including Extension Services	RR	Dr. Rosa Ophelia D. Velarde Dr. Antonio P. Abamo Prof. Alan B. Loreto  Research Center Directors: Dr. Edgardo E. Tulin Dr. Robelyn T. Piamonte Dr. Maricel Leorna Dr. Dhenber C. Lusanta  dDRCs to assist:  Ms. Elmera Banoc Ms. Maria Louella Tambis Ms. Maria Fatima Chavez Ms. Susana Miñoza Ms. Maria Fatima B. Estrosas	
3:00-4:00	Registrar Services	LM	Ms. Marwen A. Castaneda	4.1, 4.2, 4.3, 5.3, 6.1, 6.2, 6.3 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.5, 8.6, 8.7, 9.1,10.2, 10.3



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Date / Time	Organizational Unit and Processes  Monday to Friday  8am-5pm  (2 groups with alternate WFH)	Auditor/ Abbrev.I	Interviewee	Standard Chapter
			dDRC to assist: Ms. Joan Rosemarie Banzon Mr. Nelsie F. Mondal	
3:00-5:15	Finance Services  - Budget Office - Accounting Office - Cashiering Office		Ms. Louella C. Ampac Mr. Nick Freddy R. Bello Ms. Alice M. Flores Ms. Queen Ever Atupan dDRCs to assist:	4.1, 4.2, 4.3, 5.3, 6.1, 6.2, 6.3 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.4, 8.5, 9.1,10.2, 10.3
			Ms. Valerie Vergis Ms. Mona Geraldo	
	Planning and Development including Resource Generation Office	LM	Dr. Dilberto O. Ferraren Mr. Toni Marc L. Dargantes Ms. Argina M. Pomida	4.1, 4.2, 4.3, 5.3, 6.1, 6.2, 6.3 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.4, 8.5, 9.1,10.2, 10.3
			dDRCs to assist: Ms. Jansel Joi Villas Ms. Jerlyn Donayre Ms. Dalisay Andres Mr. Adriel Efraim Cunanan Mr. Marvin Bandalan	
4:15-5:15	Office of the Student Affairs	RR	Dr. Aleli A. Villocino Prof. Manolo B. Loreto, Jr.	4.1, 4.2, 4.3, 5.3, 6.1, 6.2, 6.3
	Office of the Dean of Students Guidance and Testing Services		Ms. Chona A. Brit Mr. Juanito A. Panonce Ms. Christie Cyrene T. Tauy Ms. Mary Ann Cobico	7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.4, 8.5, 9.1,10.2, 10.3
			dDRCs to assist: Ms. Meriam Luna Ms. Sheila Marie Lemos Mr. Junard Gucela	
5:15-6:15	Auditor's Meeting Consolidation of Audit Findings Report Preparation	TUVR Audit Team	N/A	Review and consolidation of findings / Preparation of presentation
6:15	Closing Meeting  Audit findings and results Date of next audit	TUVR Audit Team	Top Management Management Representatives	Presentation of Audit Findings. Audit Conclusion



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Date /		al Unit and Processes	Auditor		Standard Chapter
Time	Mor	nday to Friday 8am-5pm	Abbrev.	I	
	(2 groups	with alternate WFH)			
				Process owners	
6:40	End of Audit				
In case of contact per	an audit team t rsons in the con	the documentation of evidence of the mentioned in the mention of the mention o	dence mu d in the au	st be made separately (exception udit plan.	top management). Adequate
As per the	contract, all wo	rk documents are treated	confiden	tially and are stored securely.	
	tion for the				
	ed by the client)				
Distribu	tion for the	audit plan:			
✓ CI	ient	✓ Certification Body (	Bodies)	✓ Auditor/Expert	✓ Database