



6 July 2020

**MEMORANDUM CIRCULAR NO. 70**

Series of 2020

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

**R E: Official Result of the Stage 2 Certification Audit for ISO 9001:2015  
Conducted by TUV Rheinland on February 19-20, 2020**

We are glad to provide you with the official result of the Stage 2 Certification Audit for ISO 9001:2015 conducted by TUV Rheinland on February 19-20, 2020. Indeed, the result was an overwhelming success with zero Nonconformity (NC). However, there were about 26 recommendations and Opportunities for Improvement (OFI) provided by the auditors which are intended to contribute to the continual improvement of our Quality Management System (QMS). These recommendations and OFIs need to be addressed before the First Surveillance Audit (FSA) come January 2021. The FSA will push through despite this COVID-19 crisis. Part of the audit will be done remotely (off-site) on schedule, while the remaining on-site proportion will be conducted as soon as it is possible again.

To be ready for the FSA, we need to address these findings and recommendations as soon as possible to continually improve 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, please find the copy of the result of the findings for your reference and appropriate action. The Quality Assurance Center through the Lead Auditor of Internal Quality Audit will issue the General Observations and Opportunities for Improvement List (FM-QAC-22) next week to the auditee/s of the concerned office/s where the OFIs were observed. The procedure of addressing the findings during the external audit is just the same for internal audit as indicated in the Procedure for Corrective Actions (PM-QAC-10). You will also be provided with a guide on how to file and implement the Action Plans of these OFIs.

Thank you for your usual cooperation.

**EDGARDO E. TULIN**  
President