



VISAYAS
STATE UNIVERSITY

OFFICE OF THE
PRESIDENT



Memorandum Circular No. 253
Series of 2024

TO: All Concerned

RE: Audit Report from the 6th Internal Quality Audit

FROM: DR. PROSE IVY G. YEPES
University President

DATE: November 6, 2024

This office is forwarding the Audit Report from the 6th Internal Quality Audit conducted by the Quality Assurance Office for your information and necessary compliance. Please review the findings and implement the recommended corrective actions to ensure alignment with our quality standards.

For your information and usual compliance.

cc: QMO
QAC Director
All Vice Presidents

OFFICE OF THE PRESIDENT

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AUDIT REPORT

YEAR: 2024

#	NCR CONTROL NO.	SUBJECT	ISSUED TO	ISSUANCE DATE	TARGET DATE (PLANNED ACTION)	ACTUAL DATE (ACTION IMPLEMENTED)	CLOSURE DATE	STATUS
1.	CAR-IQA-mNC-24-01	The organization fails to monitor and review the internal and external issues (4.1), needs and expectations of interested parties (4.2), risks and opportunities (6.1.1), evaluate the effectiveness of the actions (6.1.2), and monitor and update the quality objectives (OTPs).	Major NC: Risk Manager and Planning Officer	November 04, 2024				
2.	CAR-IQA-mNC-24-02	The organization fails to monitor and review the internal and external issues (4.1), needs and expectations of interested parties (4.2), risks and opportunities (6.1.1), evaluate the effectiveness of the actions (6.1.2), and monitor and update the quality objectives (OTPs).	Major NC: Vice President for Academic Affairs (VPAA)	November 04, 2024				

INTERNAL QUALITY AUDIT OFFICE

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3.	CAR-IQA-mNC-24-03	The organization fails to disseminate the roles and responsibilities of the employees.	Major NC: Risk Manager and Planning Officer	November 04, 2024				
4	CAR-IQA-mNC-24-04	The organization fails to file and implement corrective actions on the detected nonconformity in the grade submission process.	Major NC: University Registrar (UR)	November 04, 2024				
5	CAR-IQA-mNC-24-05	The organization fails to provide an appropriate and safe storage area for the perpetual records of the students.	Major NC: University Registrar (UR)	November 04, 2024				
6	CAR-IQA-mNC-24-06	The organization fails to issue non-conformity report (CAR) to laboratory units/department who were not able to perform calibration and maintenance of their equipment/instruments	Major NC: Instrumentation and Laboratory Equipment Unit (ILEU)	November 04, 2024				

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7	CAR-IQA-mNC-24-07	The organization fails to monitor and verify status of maintenance and calibration of all laboratory equipment and instruments in the university	Major NC: Instrumentation and Laboratory Equipment Unit (ILEU)	November 04, 2024				
8	CAR-IQA-mNC-24-08	The organization fails to address its identified risks and opportunities	Major NC: Risk Manager and Planning Officer Minor NC: Plant Disease Diagnostic Laboratory (PDDL) International Affairs Office (IAO) Central Analytical Services Laboratory (CASL) Geographic Information System Laboratory (GISL)	November 04, 2024				

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9	CAR-IQA-mNC-24-09	The organization fails to monitor and review the internal and external issues (4.1), needs and expectations of interested parties (4.2), risks and opportunities (6.1.1), evaluate the effectiveness of the actions (6.1.2), and monitor and update the quality objectives (OTPs).	<p>Major NC: Planning Officer and Risk Manager</p> <p>Minor NC: Plant Disease Diagnostic Laboratory (PDDL)</p> <p>Instrumentation and Laboratory Equipment Unit (ILEU)</p> <p>International Affairs Office (IAO)</p> <p>Distance Education Program Office (DEPO)</p> <p>Printing Press</p> <p>College of Education (CoEd)</p> <p>Customer Feedback Officer (CFO)</p> <p>University Registrar (UR)</p>	November 04, 2024				
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10	CAR-IQA-mNC-24-10	The organization fails to control documented information.	<p>Major NC: University Documents and Records Controller (UDRC)</p> <p>Minor NCs: Philippine Rootcrops Research and Training Center (PRCRTC)</p> <p>Department of Forest Science (DFS)</p> <p>University Documents and Records Controller (UDRC)</p> <p>Records and Archives Office (RAO)</p> <p>National Service Training Program (NSTP/CWTS)</p> <p>University Learning Commons (ULC)</p>	November 04, 2024				
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			Distance Education Program Office (DEPO)					
			Customer Feedback Officer (CFO)					
			Plant Disease Diagnostic Laboratory (PDDL)					
			Instrumentatio n and Laboratory Equipment Unit (ILEU)					
			Department of Agriculture and Education and Extension (DAEEEx)					
			Department of Soil Science (DSS)					
			Building and Housing Maintenance Unit (BHMU)					
			Department of Economics (DOE)					

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			University Disaster Risk Reduction and Management, Safety and Security Office (UDRRMSSO)					
11	CAR-IQA-mNC-24-11	The organization fails to ensure that controls have been applied in the provision of products and services	Major NC: Instructional Materials Development Office (IMDO) Minor NCs: Department of Animal Science (DAS) Department of Agronomy (DA) Department of Forestry (DFS)	November 04, 2024				
12	CAR-IQA-mNC-24-12	The organization fails to implement action plans and fails to act/address findings/nonconformities called out during previous internal quality audit.	Major NC: Internal Quality Audit Office (IQA0) Minor NCs: Top Management (TM), Instrumentation and Laboratory	November 04, 2024				

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			Equipment Unit (ILEU)					
13	CAR-IQA-mNC-24-13	The organization fails to monitor and implement the planned actions to address the called-out nonconformities during the 5th Internal Quality Audit.	Major NC: Internal Quality Audit Office (IQA0) Minor NCs: Printing Press, Top Management (TM)	November 04, 2024				
14	CAR-IQA-mNC-24-14	The organization fails to determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services.	Major NC Director PPO Minor NCs: Motor Pool Services Unit (MPSU), Physical Plant Office (PPO), University Learning Commons (ULC)	November 04, 2024				

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15	CAR-IQA-mNC-24-15	The organization fails to determine and provide the persons necessary for the effective implementation of its quality management system and the operation and control of its processes.	Major NC: Office Vice President for Administration and Finance Minor NCs: Grants Development Office (GDO), Central Analytical Services Laboratory (CASL), Printing Press	November 04, 2024				
16	CAR-IQA-mNC-24-16	The organization fails to disseminate the roles and responsibilities of the employees.	Major NC: Office Vice President for Research, Extension and Innovation Minor NC Central Analytical Services Laboratory (CASL-OVPREI) Advanced Research and Innovation Center (ARIC),	November 04, 2024				

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			RDE Network Secretariat (ORDENS)					
17	CAR-IQA-GDO-NC-24-03	The organization fails to determine and provide the resources needed for the establishment, implementation, maintenance, and continual improvement of the quality management system.	Minor NC: Grants and Developments Office (GDO)	November 04, 2024				
18	CAR-IQA-HRMO-NC-24-01	The HRMO released the salary of VSU employees who did not submit their Daily Time Records within the prescribed period.	Minor NC: Human Resource Management Office	November 04, 2024				
19	CAR-IQA-CFO-NC-24-04	The organization fails to conduct periodic appraisal surveys among the employees and students of VSU to monitor and review their perceptions to fulfill their needs and expectations.	Minor NC: Customer Feedback Office (CFO)	November 04, 2024				
20	CAR-IQA-OP-NC-24-01	The organization fails to follow guideline in the issuance of appointments.	Minor NC: Office of the President (OP)	November 04, 2024				
21	CAR-IQA-IMD-NC-24-04	The organization fails to plan and control the delivery of instructional services (higher and advanced education programs)	Minor NC: Instructional Materials Development Office (IMDO)	November 04, 2024				

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22	CAR-IQA-DAS-NC-24-01	The organization fails to disseminate the roles and responsibilities of the employees.	Minor NC: Department of Animal Science (DAS)	November 04, 2024				
23	CAR-IQA-ILEU-NC-24-03	The organization fails to disseminate the roles and responsibilities of the employees.	Minor NC : Instrumentation and Laboratory Equipment Unit (ILEU)	November 04, 2024				
24	CAR-IQA-IMDO-NC-24-01	The organization fails to disseminate the roles and responsibilities of the employees.	Minor NC: International Affairs Office (IAO)	November 04, 2024				
25	CAR-IQA-GDO-NC-24-01	The organization fails to disseminate the roles and responsibilities of the employees.	Minor NC: Grants and Development Office (GDO)	November 04, 2024				
26	CAR-IQA-CFO-NC-24-01	The organization fails to disseminate the roles and responsibilities of the employees.	Minor NC: Customer Feedback Office (CFO)	November 04, 2024				
27	CAR-IQA-CFO-NC-24-01	The organization fails to disseminate the roles and responsibilities of the employees.	Minor NC: Printing Press	November 04, 2024				
28	CAR-IQA-UDRRMSSO-NC-24-01	The organization fails to meet the requirements outlined in Clause 5.1.1(h) and (j) of ISO 9001:2015, which stipulate	Minor NC: University Disaster Risk Reduction and	November 04, 2024				

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		that top management must engage, direct, and support personnel to contribute effectively to the quality management system and support relevant management roles to demonstrate their leadership.	Management, Safety and Security Office (UDRRMSSO)					
29	CAR-IQA-QMO-NC-24-01	The organization failed to effectively communicate with customers by not providing information related to its products and services as mandated by the Citizen's Charter.	Minor NC: Quality Management Officer (QMO)	November 04, 2024				
30	CAR-IQA-DPSS-NC-24-01	The organization fails to demonstrate that it has institute control and planned the delivery and evaluation of their virtual classrooms in the 1 st and 2 nd semester AY 2023-2024, and 1 st semester AY 2024-2025.	Minor NC: Department of Philosophy and Social Science (DPSS)	November 04, 2024				
31	CAR-IQA-BHMU-NC-24-01	The organization fails to determine, provide and maintain the infrastructure necessary for the operation of its processes and to achieve conformity of products and services.	Minor NC: Building and Housing Maintenance Unit (BHMU)	November 04, 2024				

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Prepared by:


PAMELA POSAS ORANO
Lead, Internal Quality Auditor
Date: 11/05/24

Reviewed by:


ALELI A. VILLOCINO
Quality Management Officer
Date: 05 NOV 2024

Approved by:


PROSE IVY G. YEPES
President
Date: November 7, 2024

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