



19 November 2020

MEMORANDUM NO. 459

Series of 2020

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R E: Data Requirements as Input for the Management Review (MR)

One of the requirements of ISO 9001:2015 under clause 9.3 is the conduct of the Management Review with the Top Management. This is one of the relevant areas to be focused during the surveillance audit (FS) come 4th week of January 2021. This is done to determine if our Quality Management System (QMS) is adequate and effective in its implementation.

In preparation for this Management Review tentatively set on **December 15, 2020**, the following offices reflected in the table below are requested to prepare the necessary data as part of the mandatory inputs for the said Review. The data/documents should be submitted to the Office of Director for Quality Assurance (ODQA), formerly QAC, on or before **December 11, 2020** for consolidation and packaging, which will consequently be reported by the respective office heads during the Management Review.

A virtual meeting will be conducted on **November 26, 2020** at **4:00 PM** to discuss this preparation. The link to this meeting will be sent to you next week.

Please be guided accordingly.


EDGARDO E. TULIN
President

Data Needed as input during the 3rd Management Review

	Management Review Inputs	Needed Data	Office/Unit In-charge	Records generated/Auditable documents
A	Status of actions from previous management reviews	OFI, needed changes to the QMS, Resources Needed	Top Mgt./QAC/c/o QMR	FM-QAC-06 of previous MR, No. of OFIs addressed/complied
B	Changes in external and internal issues that are relevant to the quality management system	Risk and Opportunities Assessment Matrix, Results monitoring of risks assessment -covered in the revisiting of Strategic Plan	Planning Office c/o Dr. Daniel Leslie Tan, Toni Marc Dargantes	All applicable relevant docs under PM-VPR-01 (Procedure on Institutional Planning)
C	Information/Data on the performance and effectiveness of the quality management system, including trends:			
	1. Customer satisfaction and feedback	2020 Trend analysis of customer feedback from different sources (integrating the Actions to address the Stage 2 Audit findings) -summary results of the feedback -a Pareto analysis on combined customer satisfaction results/feedback and findings from internal and external audits maybe presented in coordination with the Lead Auditor	QAC/Customer Feedback Officer c/o Gideon Tan & Customer Feedback Analyst c/o Floriane Mae Villaruel	CFRs, CARs, Summary Results, Pareto Analysis
	2. Extent to which quality objectives have been met	OTPs/OPCR Review/ TPES Results/RDE In-house Review -covered in the revisiting of Strategic Plan	OVPPRGAS, ODHRM, OVPA, OVPREI All VPs	FM-VPR-03 (Operational Plan Monitoring Form) reference: GL-VPR-01 (Guideline on Risk Assessment)
	3. Process performance and conformity of products and	Review of set Key Performance Indicators or Major Final Outputs and based on what is	All VPs	FM-VPR-02 (OTP Monitoring Form) & FM-VPR-03 (Operational Plan

	services	indicated in the OTPs -covered in the revisiting of Strategic Plan		Monitoring Form)
	4.Nonconformities and corrective actions	Status/trends in NC and corrective actions from 1st IQA, external audit and 2nd IQA -a Pareto analysis on findings from internal and external audits and customer satisfaction results/feedback (maybe presented in coordination with the CFO)	Lead auditor c/o EEONGy	Internal Audit Forms, Registers
	5. Monitoring and measurement results	results of monitoring corrective actions of non-conformities, monitoring, and analysis of customer satisfaction, result of RDE review, performance evaluation of faculty and staff	QMR/lead auditor/ Customer Feedback Officer (CFO), OVPREI, OVPA and ODHRM	CAR, RFCA, GOOI list, NC Report, Summary Report of Research In-house Review, Summary Report of Extension In-house Review, Summary Result of Performance evaluation of faculty and staff
	6. Audit results	2nd IQA	IQA Team/Lead auditor	Summary results of 2nd IQA
	7. Performance of external providers	Evaluation of performance of external providers	Procurement Office	Supplier Performance Evaluation (FM-SUP-02)
D	Adequacy of Resources	Report of budget utilization and budget allocation	Finance Office	Status of Funds (FM-BUD-02)
E	Effectiveness of actions taken to address risks and opportunities	achievements of targets based on OTPs, levels of risks -covered in the revisiting of Strategic Plan	Planning Office c/o Dr. Daniel Leslie Tan, Toni Marc Dargantes	FM-VPR-05 (SWOT), FM-VPR-06 (ROAM), FM-VPR-08 (OTP), FM-VPR-02 (OTP Monitoring Form) & FM-VPR-03 (Operational Plan Monitoring Form)
F	Opportunities for improvement	OFls for Stage 2 audit and 2nd IQA, & OFIs that are not yet complied during the 1st IQA	Lead auditor	GOOI List form (FM-QAC-22), Register, Summary result
	Other relevant areas focused during the FSA (as per IRCA guideline):			

<ul style="list-style-type: none"> • Internal Audit • Management Review • System Effectiveness • Continual improvement • Operation Control • Changes and use of marks 			
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