



25 March 2024

**MEMORANDUM CIRCULAR NO. 56**  
Series of 2024

**T O: Vice Presidents, College Deans, Department Heads, Center Directors,  
Unit Heads, Process Owners, Auditees, dDRCs/adDRCs, and Internal Quality  
Audit Team**

**R E: First Surveillance Audit (FSA) Report**

This is to inform everyone that VSU passed the first surveillance audit conducted on February 12, 2024 by team of auditors from TUV Rheinland headed by Mr. Fronie Aligway as the Team leader together with Ms. Jogina Mendiola and Mary Grace Balobalo as Team members. With this, I commend everyone's effort in the preparation of required documents for the surveillance audit and most of all for adhering to our established quality procedures.

Please find attached audit report. It is very noteworthy that we did not incur non-conformities as compared to the previous surveillance audit however, we obtained thirteen (13) opportunities for improvement (OFIs) in the areas stated below:

1. Top Management / Management Review
2. Procurement /Control of External Providers
3. Quality Assurance Center / Internal Audit
4. Planning and Resource Generation
5. Class Observation
6. Curriculum-Instruction /OBE Syllabus
7. Class Observation
8. Risk and Opportunities Management /General
9. Guidance and Counselling Services
10. Library Services
11. Registrar
12. Research Services, and
13. Extension Services

These findings underscore our steadfast commitment to continuously enhancing our systems and processes. Each identified opportunity serves as a valuable insight and motivator for our journey of continuous improvement.

In collaboration with the Quality Management Officer (QMO) and the Lead Internal Quality Auditor (LIQA), the Quality Assurance Center will promptly issue the General Observations and Opportunities for Improvement (GOOIs). This list will be distributed to the respective audit areas where the findings were observed.

To all concerned offices with audit findings, I urge you to take necessary actions for addressing the General Observations and Opportunities for Improvement (GOOIs) promptly and effectively.

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Congratulations to all! Your dedication, hard work, and collaborative spirit have been instrumental in achieving this remarkable milestone. Let us continue to work hand in hand, further enhancing our Quality Management System (QMS), and delivering unparalleled quality services to our valued clients and stakeholders.

  
**PROSE IVY G. YEPES**  
President



**TÜVRheinland®**  
Precisely Right.

**01 100 1934891**

**Audit Report as per**

**ISO 9001:2015**

**for**

**Visayas State University**

**Visca, Baybay City,**

**Leyte 6521,**

**Philippines**

Client	Standard	Certification Number	Audit Type
Visayas State University	ISO 9001:2015	01 100 1934891	Surveillance Audit

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Client's representative	Dr. Daniel Leslie S. Tan
Audit (team) leader	Fronie Aligway (Lead Auditor)
Audit team	Jogina Mendiola (Auditor), Mary Grace Balobalo (Auditor)
Audit date	2024-02-12 - 2024-02-12

1. Audit result

Management system effectiveness was verified by an appropriately selected audit team. This applies in particular to the compliance of workflows with standard requirements and descriptions in the management system documentation. The audit objectives as mentioned in the audit plan, the special features of the organization's business activities, the applicable statutory and regulatory requirements set forth in other generally applicable documents were also take into account. This was done by means of a sampling approach, by conducting interviews and reviewing the appropriate documentation. Audit findings and recommendations regarding opportunities for improvement have been set forth in section 4 of this report.

Nonconformities from last audit	The last audit revealed nonconformities which have been demonstrably corrected. The corrections and corrective actions taken in this respect have been verified.
Nonconformities current audit	The current audit did not reveal any nonconformities.
Re-Audit	A re-audit is not required. In case the current audit did reveal nonconformities please refer to the nonconformity report for more details.
Stage 1 Audit	The current audit is a surveillance audit. Hence, a stage 1 audit was not performed.

The organization has established and maintains an effective system to ensure compliance with its policy and objectives. The audit team confirms in line with the audit targets that the organization's management system complies with, adequately maintains and implements the requirements of the standard.

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Recommendations:

- Maintenance of the existing certification

## 2. Scope

### 2.1. Description of the organization

The institution was established on June 2, 1924 as the Baybay Agricultural School (BAS) through a Provincial Board Resolution.

In 1934, it was renamed Baybay Agricultural High School (BAHS) and was later converted into the Baybay National Agricultural School (BNAS) with the approval of Commonwealth Act No. 313 in 1938.

BNAS was converted into the Visayas Agricultural College (VAC) by virtue of Republic Act (RA) No. 2831 issued on June 19, 1960.

The institution attained rapid growth and development following its conversion into Visayas State College of Agriculture (ViSCA) on May 24, 1974 through Presidential Decree (PD) No. 470 and amended by PD No. 700 on May 12, 1975.

The 1999 General Appropriations Act mandated the integration of all higher education institutions (HEIs) under the supervision of the Department of Education where during that time into a state university within the province where these HEIs are located.

In the province of Leyte, four (4) HEIs were integrated into VSU making the university into a five-campus university system. These four HEIs included the following institutions then;

- Leyte National Agricultural and Vocational School located in Isabel, Leyte and is now called the VSU Isabel;
- Leyte School of Agriculture located in Alang-alang, Leyte is now called VSU Alang-alang;
- Leyte State School of Fisheries located in Tolosa, Leyte is now called VSU Tolosa;
- Leyte National College of Agriculture Science and Technology located in Villaba, Leyte is now called VSU Villaba.

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ViSCA became Leyte State University (LSU) through RA No. 9158 issued on August 11, 2001. It became Visayas State University (VSU) on April 27, 2007 by virtue of RA No. 9437.

• VSU's mandate is the Visayas. The establishment of VSU realized the thrust of the Philippine government to develop three Zonal Agricultural Universities (ZAU's) – to serve major regions of the country: for the Visayas, Visayas State University (VSU); for Mindanao, the Central Mindanao University (CMU); and for Luzon, the Central Luzon State University (CLSU)

## 2.2. Scope of certification

Standard	Scope of certification
ISO 9001:2015	Provision of Higher and Advanced Educational Services including Research and Extension

The organization has only one shift operations.

The audit has not been carried out in the context of a multi-site certification.

The audit was done on-site and didn't include any remote auditing activities.

Locations audited during the audit are marked accordingly within the table in the Annex to this report.

## 3. Changes in the management system / Contract review

The following major changes have been implemented in the management system and the management system documentation since the last audit:

- New University OIC-President, Dr. Daniel Leslie S. Tan effective October 29, 2023.

The implementation of these changes in the existing management system and the management system documentation was verified within the framework of the audit. The order details which form the basis of the audit (incl. number of employees, scope and sites) reflect the actual situation in the organization.

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The description of the scope in the certificate appropriately reflects the scope of the management system.

The audit plan was not changed during the audit.

## 4. Audit findings

The audit findings related to the audited standard are listed in the Annex to this report. In view of the sampling approach applied to the audit, weaknesses and nonconformities may still exist which have not been identified during the audit.

No.	Location / Department / Process	Positive findings
1.	/ HRM / Best Practices	<p>The following HRM best practices are noteworthy:</p> <ul style="list-style-type: none"><li>- Availment of Financial Support for Attendance to Learning and Development Activity for VSU Non-Academic Employees</li><li>- Fund allocation for scholarships and training of VSU faculty and staff.</li><li>- Grant of Step increment base on meritorious performance (two steps salary increase) to top 5% of VSU employees every year.</li><li>- Grant of sabbatical leave with full pay to qualified faculty under the Rest and Renewal option wherein faculty are allowed to rest from work for six months to one year.</li><li>- ICT in HR Management such as Payroll system, e-Daily Attendance Tracking System (eDATS), Personal Data Sheet and Recruitment and Selection</li><li>- VSU-HRMO had been benchmarked as an agency with PRIME HRM Level II Maturity and has operational Enhanced Strategic Performance Management System (SPMS)</li></ul>



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		<ul style="list-style-type: none"> <li>▫ Eastern Visayas State University – October 24, 2023</li> <li>▫ Mindanao State University – Maguindanao campus, Feb. 23, 2023</li> </ul>
2.	/ Awards and Recognition / Institutional	<p>The following Institutional awards/recognitions are commendable:</p> <ul style="list-style-type: none"> <li>- One of the 11 recipients of the Bronze Cluster Award by the Intellectual Property of the Philippines (IPOPPL) during the Innovation and Technology Support Office (ITSO) Presidents' Summit.</li> <li>- Retains 3-star QS rating in 2023 with improvement in internationalization</li> <li>- Receive Levels 1 &amp; 2 Recognition of the 2023 Philippine Quality Assurance (PQA) Regionalization Program</li> <li>- 2nd top performing school in geodetic engineering in the Phil.</li> <li>- Rank 10 Webometrics (Web Ranking of Ph Universities)</li> <li>- Top 1 for two consecutive years (Top 1 Performing State University by the Accrediting Agency of Chartered Colleges and universities in the Philippines)</li> <li>- Among the top universities in the Philippines after securing the 9th spot in UniRank's 2022 edition.</li> <li>- Attained "THE Reporter Status" Times Higher Education (THE) World University Rankings – Asia University Rankings 2023. This is the first time that VSU got enlisted in this prestigious roster fo top universities in Asia by getting a Reporter Status along with 5 other Phil. universities.</li> <li>- Rank 14 in 100 Best Universities in the Philippines by EduRank.</li> </ul>

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		<ul style="list-style-type: none"> <li>- Rank 9 in Top Universities in the Philippines by UniRank. Five places up from the previous ranking in October 2021.</li> <li>- VSU Tolosa is the top criminology school in Region VIII by Professional Criminologists Association of the Philippines (PCAP) in Region VIII</li> <li>- VSU Main given commendation for the dynamic and collaborative effort in the reduction of unpaid premiums of the prior years from GSIS Maasin Branch</li> <li>- VSU as Top National Government Agency for year 2022 in its conscientious and valuable tax compliance from Bureau of - Internal Revenue</li> <li>- Revenue District Office No. 89, Ormoc City.</li> <li>- VSU as Top Disbursement Performer for Year 2022 garnering a 100% utilization/disbursement rate from DBM Reg. Office VIII</li> </ul>
3.	/ Awards and Recognition / Faculty & Staff	<p>The following faculty and staff awards/recognitions are commendable:</p> <ul style="list-style-type: none"> <li>- Dr. Edgardo E. Tulin as Internationalization (IZN) Leadership Awardee during the Internationalization Champions of Nation-Building and Sustainability (ICONS) Awards 2023.</li> <li>- Dr. Moises Neil V. Seriño as 2023 Outstanding Young Scientist Award given by National Academy of Science and Technology</li> <li>- Dr. Victor B. Asio as 2023 Achievement Awardee for Agriculture &amp; Forestry Division of the National Research Council of the Philippines (NRCP)</li> <li>- Top 11 Research University by AD Scientific Index.</li> </ul> <p>Top University Researchers:</p> <ul style="list-style-type: none"> <li>▫ Dr. Monina Escalada</li> <li>▫ Dr. Victor Asio</li> </ul>

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		<div><div>▫ Dr. Janet Alexis De Los Santos</div><div>- 9 VSU faculty and staff declared as CSC outstanding government workers in Region VII.</div><div>Presidential Lingkod Bayan:</div><div>▫ Dr. Daniel Leslie S. Tan</div><div>▫ Dr. Inish Chris P. Mesias</div><div>▫ Mr. Marlon M. Tambis</div><div>CSC Pag-Asa Award:</div><div>▫ Ms. Heremerose E. Matutes</div><div>▫ Dr. Judith B. Jomadiao</div><div>▫ Dr. Lilibeth G. Miralles</div><div>▫ Mr. Syrus P. Decena</div><div>Dangal ng Bayan Award:</div><div>▫ Dr. Anabella B. Tulin</div><div>▫ Mr. Armando M. Pabon</div><div>- Dr. Justine Bennette H. Millado, an entomologist and faculty member of the VSU Department of Pest Management (DPM) brought home the Best Research Proposal presentation after pitching the insect protein-enriched feed project during a research training course.</div><div>- Dr. Mark Gil A. Vega, bagged the Outstanding Dissertation Award from Philippine Normal University.</div><div>- Dr. Janet Alexis A. De Los Santos made it to the World’s Top 2% Scientists 2023 published by Elsevier</div><div>- Dr. Guiraldo C. Fernandez, Jr., University Secretary and Associate Professor Dr. Marlito Jose M. Bande, former director of the Institute of Tropical Ecology declared winners of the 41st National Book Awards for 2023. The book titled “The Role of Rainforestation in Forest Landscape Restoration and Conservation in the Island Municipality of Pilar, Camotes, Cebu”, National Book Awards.</div></div>
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		<p>- Dr. Jude Nonie A. Sales, Head of the Culture and the Arts Center (CAC), is a recipient of Gawad Samaritan Award by the Department of Education (DepEd) Baybay City Division for his personal and selfless way of offering his time, talent, and expertise to the students taking Special Program in the Arts (SPA).</p> <p>- List of Recipients of the University Awards CY 2023</p> <ul style="list-style-type: none"> <li>▫ Most Outstanding Researcher &gt; Dr. Santiago T. Peña Jr. (CVM)</li> <li>▫ Most Outstanding Extensionist Award &gt; Dr. Eliza D. Espinosa (ITEEM)</li> <li>▫ Best Unit Head &gt; Dr. Elwin Jay V. Yu (USHER)</li> <li>▫ Best Education Research Assistant &gt; Ms. Elmera Y. Bañoc (OVPREI)</li> <li>▫ Best Science Research Assistant &gt; Mr. Felix Ocon (NARC)</li> <li>▫ Best Clerk &gt; Ms. Valerie Y. Verjis (Accounting Office)</li> <li>▫ Best Utility Worker/Messenger Award &gt; Mr. Arturo S. Bastasa (ITEEM)</li> <li>▫ Service Awardees &gt; 20 faculty and 26 staff (from various offices)</li> </ul>
4.	/ Awards and Recognition / Students	<p>The following students awards/recognitions are commendable:</p> <p>- Ms. Marigold G. Lao, Mr. Nathan Kelsey B. Omandam, and Mr. Vic Andre G. Resmio won the 1st Chem-Olympiad organized by Eastern Visayas State University (EVSU).</p> <p>- Ms. Shekaina Love G. Aniban won the research competition held during the first-ever National Geodetic Engineering Summit (NatGES) and the 15th Geodetic Engineering Student Conference (GES) on May 8 to 9, 2023 at the University of the Philippines – Diliman.</p>

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		<ul style="list-style-type: none"> <li>- Engr. Jesriel C. Casinillo, Top 3, of the Sept. 2023 Agricultural and Biosystems Engineering Licensure Examination.</li> <li>- Engr. Kenzo Braye R. Gerale, Top 3 of the July 2023 Master Plumber Licensure Exam</li> <li>- Mr. Mark Anthony E. Mata, 7th Placer of the November 2023 Licensure Examination for Agriculturists</li> <li>- Ms. Erikka Blaze M. Monredondo, 8th Placer of the November 2023 Nursing Licensure Examination</li> <li>- Mr. John Ryan A, Delos Santos, Mr. Arnold B. Ramis and Mr. Glen D. Manito (3rd, 5th and 7th Regional Top Scorers, respectively of the April 2023 Criminologists Licensure Examination (CLE)</li> <li>- Mr. Sander Senado, 4th Placer of the August 2023 Licensure Examination for Criminologists</li> <li>- Ms. Krizzia Mae D. Ignacio, Mr. James M. Mortel are Top 1 and Top 5 of the 2023 Chemists Licensure Examination</li> <li>- Ms. Arianne Joy B. Beluan, Top 2 of the 2023 Chemical Technicians Licensure Examination</li> <li>- Four teams from the Department of Computer Science and Technology (DCST) were hailed as the Best Performing Teams in the province of Leyte for the Eastern Visayas Coding Olympics (EVCO)</li> <li>- Ms. Clariz Joy R. Dela Peña, Angela Marie M. Cumagun, and Justine Mark G. Rufila bagged 1st place in paper presentation under the student category during this year's 4th Biennial International Conference on Nursing Education Practice and Research</li> <li>- Visayas State University Dance Company is one of the recipients of the Meritorious Performance Award by the National Committee</li> </ul>
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		on Dance (NCD) of the National Commission for Culture and the Arts (NCCA) - Ms. Shekaina Love G. Aniban from the Department of Geodetic Engineering (DGE) who developed a mobile application that solves Geodetic Coordinate Conversion won Best Research and Best Presenter awards at the first-ever National Geodetic Engineering Summit (NatGES) and the 15th Geodetic Engineering Student Conference (GESG) from May 8 to 9, 2023 at the University of the Philippines - Diliman
5.	/ Class Observation /	The initiated use of lapel by Professor in the laboratory class is noteworthy, E.g., VPAR101 – Veterinary Entomology and Protozoology.

The following recommendations and opportunities for improvement were identified during the audit and are intended to contribute to the continuous improvement of the management system.

No.	Location / Department / Process	Opportunities for improvement
1.	/ Top Management / Management Review	Consider adding a timeline for those identified action items captured in the minutes of management review.
2.	/ Procurement / Control of external providers	Consider calculating the over-all average rating of the supplier/external providers performance results at the form "Summary of Suppliers/External Service Providers Performance.
3.	/ Quality Assurance Center / Internal Audit	Consider specifying the date of audit and date of issuance of nonconformity at CAR (Corrective Action Report) form.
4.	/ Planning and Resource Generation /	Consider to identify university wide top risks and opportunities and evaluate the effectiveness implementation of their controls.

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		<p>This may be the focus of discussion about risks and opportunities during the management review.</p> <p>There is a need to check inclusion of all processes in the implementation of risk-based thinking.</p> <p>Consider to improve project documentation as many related documents of the sampled infrastructure projects are with the PPO.</p>
5.	/ Class Observation /	Ensure revised syllabus content is documented in the new template, TP-IMD-08, v2 11-14-2022, e.g. PhED134 Sports and Exercise Psychology Syllabus.
6.	/ Curriculum-Instruction / OBE Syllabus	Ensure to document closure of 'Partially Complied' items in the Evaluation of OBE Course Syllabus using the form (FM-IMD-05 v1 11-19-2021), E.g. TMgt144 Ecotourism Management syllabus.
7.	/ Class Observation /	May need to improve laboratory table with open panel for electrical outlet for safety measures, E.g. Laboratory VM-C11.
8.	/ Risks & Opportunities Management / General	<p>Risks and Opportunities Assessment Matrix can be improved by the following;</p> <ul style="list-style-type: none"> <li>- Adding current control of the identified risks/opportunities</li> <li>- Results on the verification of actions effectiveness/re-assessment</li> </ul>
9.	/ Guidance and Counselling Services /	ScSc11n Understanding the Self (Module #3 Managing and Caring for the Self) syllabus have integrated Mental Health discussion with involvement of the Guidance Office personnel. Evaluation on the effectiveness of this undertaking will be verified in the next audit.
10.	/ Library Services /	The following was observed:

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		<p>- broken tiles in separate areas of the Circulation Floor without signages for safety</p> <p>- exit door in the second floor is locked</p> <p>Ensure to conduct follow-up on the requisition for the replacement of Emergency Communication System of ELD in the elevator (Ref. Schneider Elevator Service Report January 10, 2024). Likewise, ensure follow-up of the applied 'Permit to Operate'.</p>
11.	Research Services / /	<p>There are test and measuring equipment that undergo internal verification. Consider to label verified equipment as visual control of their current status.</p> <p>There is a need to ensure ROA is applied to laboratory operations. Risks of exposure to hazardous chemicals need to be looked into greater detail and implement appropriate mitigating actions consistently. E.g. chemical storage room is used as workspace, PM of fume hood is not regularly conducted.</p>
12.	/ Registrar /	<p>There is a need to fast track the improvement/ renovation of the records room to ensure records are protected from damage.</p> <p>Consider transaction log in developing "student document request" application to facilitate monitoring of service turn around time.</p>
13.	/ Extension Services /	<p>There is a need to measure the attainment of objectives of the integrated extension programs which have been implemented for approximately 10 years.</p> <p>Consider to include as part of the extension processes the regular conduct of impact assessment based on established guidelines. It</p>



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		is said that there are already plans for this. This will be further checked in the future audits.	

5. Dates

Due date for the next audit	2025-02-20
Agreed date for the next audit	2025-01-20
Audit release date	2024-02-27



2024-02-15

Signature date

Signature

All information gained during the audit will be treated with strict confidentiality by the audit team and the certification body.

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Annex ISO 9001:2015

Context of the organization
<p>The organization has determined internal and external issues related to the following subject areas:</p> <ul style="list-style-type: none"><li>• Manpower or personnel issues</li><li>• Process and procedural issues</li><li>• Equipment and software issues</li><li>• Facility issues</li><li>• Budget/Funding deficiency</li><li>• Employee capacity and training issues</li></ul> <p>The organization has identified interested parties and the requirements of these parties. Examples for such parties are:</p> <ul style="list-style-type: none"><li>• Students</li><li>• Parents/Guardians</li><li>• Linkages</li><li>• Regulatory and Accrediting Agencies</li><li>• Employees/Faculties</li><li>• Communities</li><li>• LGUs</li><li>• Suppliers</li></ul>
Policy and objectives
<p>Top management has declared its MS-policy binding and implemented. The MS-policy is appropriate and provides a framework for the respective objectives. It commits all employees to pursue continuous Managemesystem improvement. The objectives are measurable and are controlled, communicated and updated regularly. Key objectives include:</p> <p>Academic Affairs</p> <ul style="list-style-type: none"><li>• At least 2% increase enrollment of extramural students (graduate distant education)</li><li>• At least 15 international students enrolled</li><li>• At least 10% increase enrollment in less subscribed programs (BSMath, BSPhysics, BSFisheries, BSES)</li><li>• Obtained COPC programs<ul style="list-style-type: none"><li>- 7 out of 10 for undergraduate programs</li><li>- 5 out 10 graduate programs</li></ul></li></ul>

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- At least 58 research publications of faculty per college
- At least 60.60% passing percentage of first-time takers in the licensure exams
- All faculty in academic and research units have at least 23 workload units including teaching per semester
- At least 50% of instructional materials approved by UIMRC

## Planning, Resource Generation and Auxiliary Services

- Facilitate the conduct of the institutional and operational planning process before the end of the 4 year strategic plan monitoring forms assessed, reviewed and consolidated, target: 100%
- Submit university priority capital outlay projects with complete implementation readiness documents to endorsing and funding agencies in every first quarter of the year, target: 100%
- To complete the number of infrastructure plans designed and executed and the number of systematic documentations and report progress, target:100%
- To plan and implement review classes for licensure examination (Institute more effective programs to improve performance in licensure examination), target: 100%
- To plan and implement enhancement programs aligned with the university/industry goals (Develop a program to enhance research and extension capability), target" 100%
- To plan and implement enhancement programs aligned with the university/industry goals (Enhanced and calendared in-house trainings), target" 100%

## Research, Extension and Innovation

### Research and Innovation Program

- 35% of research outputs published in internationally - refereed of CHED recognized journal within the year
- 60 research outputs in at least 3 years utilized by industry or by other beneficiaries
- 45 research output competed within the year
- 3 research proposals aligned to innovate/emerging technologies
- 50% of research outputs identified by in-house evaluators for IP protection are filed within the year

### Technical Advisory Extension Program

- 20 active partnerships in LGU, Industires, NGOs, NGAs, SMEs and other stakeholders as a result of extension activities
- 26,000 trainees weighted by the length of training
- 35 extension programs organized and supported consistently with the SUCs mandated and priority programs
- 95%

### Student Affairs Services

- To create and implement programs that foster student engagement, learning and development

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- 10 offices/departments/units collaborated in the conduct of student affairs and services
- 1 proposal (policy, guidelines, research, extension) prepared to enhance the delivery of student affairs and services
- 1 student affairs and services manual /handbook prepared or revised
- To spearhead programs, activities and projects to support the mental, physical, spiritual and emotional well-being of students
  - 1 student on-boarding activity organized
  - 1 mental health activities organized and facilitated
  - 1 disaster risk reduction activities conducted and facilitated
- To initiate campus and community partnerships for effective service-learning opportunities (internships, short-term programs, student mobility program and others)
  - 3 Degree programs facilitated with student internship programs
  - 3 MOU and MOA forged with government and non-government organizations
  - 10 in-bound and outbound students facilitated
- To assist and facilitates the plans and programs as conceived by various offices/departments/units on student affairs and services
  - 3 internship programs facilitated
  - 3 evidences provides to offices and working committees to help promote and support the sustainable development goals, quality assurance activities and other pro-development advocacies
  - 3 programs coordinated related to student welfare and student development services, admission and enrollment among others
- To create programs that will support equitable growth, gender balance, safe space and inclusive student affairs and services
  - 3 intervention programs to assist students from all background to succeed in their academic journey
  - 100% customer satisfaction for accommodation and modification of learners with special needs
- To provide mentoring, coaching and leadership skills
  - 3 student organization leadership and management workshops/webinars conducted
  - 3 student affairs and service-related workshops, training organized or facilitated in local, regional, national and international venues
  - 5 student affairs and services practitioners sent to trainings and workshops for learning and development

## Administration and Finances

### Human Resource Management

- 100% alignment of the four (4) core HR systems and processes to ISO 9001:2015 standard
- Attainment of least 90% of the targeted improvement of HR information systems compliant to PRIME HRM Level II
- Provide 100% administrative and support services

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- 100% delivery of Human Resource Management and Development mandates
- Four (4) HR information systems developed/revised and implemented
- Thirty (30) in-house L&D activities planned, implemented/facilitated & reports prepared
- 10 quality procedures prepared/maintained

#### Supply and Property Management

- 100% of the deliveries of supplies materials and equipment from the suppliers were checked, prepared IAR and facilitated for inspection within three (3) days
- 100% of the Purchase Orders/Contracts with deliveries were being processed and endorsed to the Procurement Office for voucher preparation within three (3) days
- 100% of the deliveries from suppliers were sorted/segregated, stored and issued to end users within three (3) days
- 100% of the Requisition and Issuance Slip (RIS) received, recorded and issued within one (1) day
- 100% of the properties issued to end-users were inventoried twice a year and record updated daily
- 100% of the properties such as vehicles, buildings, equipment were registered and insured two weeks before maturity date

#### Procurement Services

- 100% of inquiries/requests from end-users on the preparation of PPMP attended
- 100% of submitted PPMPs in the SPPMIS reviewed and accepted
- 100% of Supplemental APP generated, forwarded to the HoPE for approval, and submitted to GPPB within the deadline
- 100% of PRs submitted within the deadline of submission to be procured thru Competitive Bidding processed
- 100% of PRs submitted within the deadline of submission to be procured thru Alternative Method of Procurement processed

#### Facility Management

- Improve operational efficiencies of the preventive maintenance process by accomplishing 100% of the planned activities as scheduled and according to the allotted budget of the university
- 100% of the buildings and facilities scheduled for preventive maintenance inspected
- 100% of instructional laboratory instruments and equipment inspected

#### Process control incl. outsourced processes

The processes available in the organization have been identified and documented. Process workflows and interactions have been described and appropriately controlled. The processes are evaluated at regular intervals by means of key performance indicators. Key processes within the scope of product realization include:

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Design, development, review and revision of curriculum  
 Delivery of the education process (teaching-learning)  
 Evaluation of education process and established rubrics  
 Performance evaluation of teachers and support services  
 Availability of learning resources  
 Admission and Placement

The following processes have been outsourced and are appropriately reviewed and controlled:

Part Time Faculty  
 Calibration  
 Lecturers  
 Preventive Maintenance of some equipment

## Risk-based thinking

The requirements for risk-based thinking are being realized in the organization as follows:

Risk-based thinking has been applied for the following processes:

Academic Processes  
 Administrative Processes  
 Guidance and Testing  
 Planning  
 Management  
 Facilities Management  
 General Services  
 Human Resource Management  
 Research and Extension Services

Examples of risks and opportunities of processes identified are:

- Non-streamline processes that will lead to inefficient HR services and risk of human error
- VSU cannot hit its annual target on percentage of graduates employed
- Course/learning outcomes not met
- Low national and international ranking of universities
- Low performance in the licensure exam for agriculturist
- Insufficient research funding support from external sources
- Disruption of classes due to calamities

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- Slow internet connection
- Closure of program
- Low number of outbound local students
- Unable to finish the exchange program
- Externally-sponsored, seminars trainings and conferences to enhance faculty performance

Examples of measures taken to react on identified risks are:

- Conduct improvement on non-streamline processes
- Increase mobility of students by establishing more linkages with foreign universities
- Consistent implementation of preventive maintenance
- Monitoring of internet connection
- Utilize other platforms to widen dissemination
- Orientation/Re-orientation of graduate faculty for developing new graduate degree programs
- Conducting review classes before board exams
- Provide printed learning guides to students from area severely affected by Odette if internet connectivity is not restored
- Propose regular orientation for outbound students in coordination with USSO
- Academic departments will conduct yearly monitoring of graduates who graduated 2 years prior
- Propose screening of shifters to board programs and non-board programs whose graduates have the option to take the board
- Conduct active information drive to advertise less subscribed programs
- Hiring or designation of personnel

Examples of risks and opportunities concerning the context of the organization are:

- Low commercialization potential of R&D technologies
- Non-implementation of IQA
- Low enrollment of international students
- Non-approval of infrastructure projects from DBM
- Unorganized infrastructure development
- Unavailability of visual and audio equipment
- Internet connection problem
- Theft inside the campus
- Lack of manpower to facilitate some activities
- Changing policies, guidelines, rules and regulations of agencies

Concerning risk based thinking the following tools are used:

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- Risks and Opportunities Assessment Matrix (ROAM)
- Risk Registry

## Customer-related and other requirements

The organization analyses and evaluates customer requirements and/or enquiries and any documented, assumed, statutory and regulatory requirements within the scope of a production and feasibility study performed in a team. The person who prepared the offer reviews the contract to ensure its compliance with the offer and documents this compliance in an order confirmation. The same procedure applies to amendments.

The following process requirements significantly affect product or service quality:

- Academic Resource Allocation (Classrooms, Faculty, Laboratories, Library and other required learning resources)
- Curriculum and Syllabi Development and Review and Evaluation
- Curriculum-Instruction Delivery
- Assessment and Evaluation of Student Performance
- Admission; Enrollment
- Facilities Management
- Linkages
- Student Organization and Other Extra-Curricular Activities
- Research and Extension Services

Key regulatory, statutory and customer-related requirements include:

- CHED Memorandum: Policies, Standards and Guidelines (per Program)
- Salient features of K to 12 Enhanced Curriculum (RA10533)
- Philippine Qualifications Framework (EO 83 s.2012)
- National Competency-Based Teacher Standards/ Philippine Professional Standards for Teachers (D.O.42 s.2017)
- General Education Courses (CMO 20, s.2013)
- CMO 46, s.2012 – Policy-Standard to Enhance Quality Assurance (QA) in Philippine Higher Education Through An Outcomes-Based and Typology-Based QA
- CHED Implementation Handbook for Outcomes-Based Education (OBE)
- Institutional Sustainability Assessment (ISA)
- RA 11032 (Ease of Doing Business)

## Customer satisfaction and complaints



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The organization maintains documented and effective procedures governing the handling of information, data analyses, improvement actions and responses to customer feedback.

#### Customer Satisfaction

The overall customer satisfaction rating from 11,527 respondents was 94% satisfied for the year 2023

Note:

Target: 80% based from ARTA

#### Customer Complaints:

- There were no valid complaints received for the year 2023 and at the time of audit.

#### Internal audit and management review

The organization measures the implementation, maintenance and effectiveness of the management system by means of annually scheduled system audits. The organization reliably carries out these audits. Top management reviews the organization's management system at regular intervals and in line with the requirements to ensure its continuous suitability, adequacy and effectiveness. The management review was carried out in accordance with the requirements and was effective.

#### Internal Audit:

- Date of internal audit: September 13, 2023 to October 26, 2023
- Results of internal audit
  - Total findings: 587
  - Ofi: 535 ((closed – 126, & open – 409)
  - Major NC: 10 (Closed – 1, open – 9)
  - Minor NC: 42 (Closed – 7, open – 35)
- All nonconformities were treated with respective root cause analysis, corrections and corrective actions and documented through CAR.
- Verification of corrective action's effectiveness are verified by each internal auditor.

#### Management Review:

- All management review input and output requirements are discussed during management review meeting and documented at the minutes of management review.
- Management were conducted on January 22~24, 2024.

Date of last management review: 2024-01-24

#### Use of certificate and logo

The organization uses the logo and/or the certificate (e.g. on business cards, company brochures, websites etc.) in compliance with the requirements.

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Standard Clause	4.1	4.2	4.3	4.4	5.1	5.2	5.3	6.1	6.2	6.3		
Rating *	1	1	1	1	1	1	1	1	1	1		
Major nonconformity	0	0	0	0	0	0	0	0	0	0		
Minor nonconformity	0	0	0	0	0	0	0	0	0	0		
Standard Clause	7.1	7.2	7.3	7.4	7.5	8.1	8.2	8.3	8.4	8.5	8.6	8.7
Rating *	1	1	1	1	1	1	1	1	1	1	1	1
Major nonconformity	0	0	0	0	0	0	0	0	0	0	0	0
Minor nonconformity	0	0	0	0	0	0	0	0	0	0	0	0
Standard Clause	9.1	9.2	9.3	10.1	10.2	10.3						
Rating *	1	1	1	1	1	1						
Major nonconformity	0	0	0	0	0	0						
Minor nonconformity	0	0	0	0	0	0						

\* Rating:

1 = conforming

2 = not audited in this audit

3 = nonconformity (see nonconformity report)

4 = not applicable

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The following sites and their scopes are included in the scope of certification:

Certificate No.	Name / Address of site	Employees	Language	Scope of certification	Audited
01 100 1934891	Visayas State University Visca, Baybay City, Leyte 6521, Philippines	1465	English	Provision of Higher and Advanced Educational Services including Research and Extension	<input checked="" type="checkbox"/>