



24 January 2020

MEMORANDUM CIRCULAR NO. 11
Series of 2020

T O: ALL VPs, Directors, Deans, Dept/Unit Heads, DRC, dRDCs, all Faculty and Staff of the Main Campus

R E: Audit Plan for the ISO 9001:2015 2nd Stage Certification Audit

Please be informed that the TUV Rheinland, the ISO Certifying Body for our University, has already sent us the final schedule of the 2nd Stage ISO Certification Audit which will be held on **February 19-20, 2020**. Attached is the Audit Plan for reference and guidance of everyone. As indicated in the plan, there will be four (4) auditors who will conduct a very comprehensive audit on almost all of our offices.

In this regard, all offices are directed to prepare and be ready for the said visit. All Vice Presidents should meet with your respective Deans, Directors, and Heads and see to it that all the needed documents for the processes/procedures you are involved are ready and in order. All Heads should be responsible in monitoring/checking your respective offices to make sure that we are ready and well-prepared during the auditors' visit.

Since we operate as a system, each one of us has a role to play to make this certification a success. Hence, your utmost cooperation is enjoined.

For your guidance and compliance.


EDGARDO E. TULIN
President

Audit plan
CN: 01 100 1934891



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Client:	Visayas State University	If there are no client changes to the audit plan one week prior to the audit, then the audit plan is considered approved.	
Location(s) / Production facility (facilities):	Visca, Baybay City, Leyte 6521 Philippines		
Scope of application:	Provision of higher and advanced educational services including research and extension		
Applicable standard, Audit criteria:	ISO 9001:2015, Management system documentation of the organization TÜVR Terms and Conditions		
Type of audit:	Stage 2 – Certification Audit		
Client's representative:	Edgardo E. Tulin, University President		
Audit objective:	Management system conformity assessment under application of sampling with the purpose of initial certification – stage 2		
Audit language(s):	English, Filipino		
Audit leader:	*Jogina Mendiola (JM)	Auditor(s):	*Rolando Remitar (RR) *Philura Hipe (PH) Orlan Tiongzon (OT)
<input checked="" type="checkbox"/> external, company:	*Free Agent, N/A	<input checked="" type="checkbox"/> external, company:	*Free Agent, N/A
Environmental verifier:		Expert(s):	
<input type="checkbox"/> extern, Firma:		<input type="checkbox"/> extern, Firma:	
City, date audit plan preparation:	Parañaque City/ 03 January 2020/ Rev.00		
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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Audit time Overview Location xxx

19-20February 2020 Romualdez Airport (Tacloban City) is 3h-3.5h travel time to/from Client	9001 [Audit time in h]	Sum (on line):
Debit Location:	Day 1	Day 2
Jogina Mendiola (JM)	8h	7h
Rolando Remitar (RR)	8h	7h
Philura Hipe (PH)	8h	7h
Orlan Tiongzon (OT)	8h	7h
Total		60h/ 7.5md

Date / Time	Organizational Unit and Processes	Auditor/ Abbrev.I	Interviewee(s)	Standard Chapter
	Classes, Monday to Friday, 0700H to 1800H, with Saturday classes for Graduate Schools Administrative Offices, Monday to Saturday 0800H to 1700H			
DAY 1 – 19 February 2020 – Fly-In>JM, RR, PH, OT				
1030H	Opening Meeting	TÜVR Audit Team	Top Management ISO Management Team, Deans and Directors (QAC Conference Room)	<ul style="list-style-type: none"> - Introduction of the participants - Scope of certification - Audit objectives - Audit plan (security advices, audit proceeding, special features)
1100H	Top Management - Business Planning - Strategic Directions Special Focus: <ul style="list-style-type: none"> - Management Review - Changes in the QMS - Quality Policy - Quality Objectives - Interested Parties and their requirements - Resources - Applicable Regulatory and Statutory Requirements - Customer Satisfaction; Feedback and Complaints Handling 	TÜVR Audit Team	Dr. EETulin (President), Dr. BSBelonias (VP for Instruction), Dr. OBCapuno (VP for Research and Extension), Dr. RAPatindol (VP for Admin & Finance), Dr. DOFerraren (VP for Planning, Resource Generation and External Affairs), Dr. LBCano, (Director, ODAHRD), Dr. MCBales (QAD), Mr. MCMagdadaro (Asst. QAD), Prof. FJGabunada, Ms. Honey Sofia Colis, Atty. RysanGuinocor and dDRCs (QAC Conference Room)	4.1, 4.2, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 8.1, 8.2, 8.3, 8.4, 8.5, 9.1, 9.3, 10.1, 10.2, 10.3

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*All auditees should be accompanied by their respected dDRCs

Date / Time	Organizational Unit and Processes	Auditor/ Abbrev.I	Interviewee(s)	Standard Chapter
	Classes, Monday to Friday, 0700H to 1800H, with Saturday classes for Graduate Schools Administrative Offices, Monday to Saturday 0800H to 1700H			
	<ul style="list-style-type: none"> - Personnel Development/ Competency - Contract Terms and Conditions 			
1200H	Lunch Break			
1300H	Research and Development Services including Clinical Research Laboratories	JM	Dr. OBCapuno (VP for Research and Extension), Dr. JLBacusmo and other Research Center Directors, dDRCs (OVPRE White Room)	5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.1, 8.2, 8.3, 8.5, 8.7, 9.1, 10.3
1300H	Curriculum Design, Development, Review and Evaluation for Tertiary Education and Graduate School <ul style="list-style-type: none"> - Faculty/NTP Development Program - Educational and Curriculum Design and Process - Instruction Supervision and Evaluation - Evaluation of Learning Effectiveness - Teacher Supervision and Evaluation - Evaluation of Compliance to Applicable Requirements <ul style="list-style-type: none"> - College of Agriculture and Food Science; - College of Engineering; College of Arts and Science; - College of Management and Economics; - College of Forestry and Environmental Science; - College of Education; - College of Veterinary Medicine; - College of Nursing; 	RR	Dr. BSBelonias (VP for Instruction), Dr. ABTulin (Dean of Graduate School) and all College Deans (OVPI Conference Room)	5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.1, 8.2, 8.3, 8.5, 8.7, 9.1, 10.3

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	Classes, Monday to Friday, 0700H to 1800H, with Saturday classes for Graduate Schools Administrative Offices, Monday to Saturday 0800H to 1700H			
	- Graduate Program			
1300H	Internal Quality Audit Process Nonconformity/Corrective Action Control of Documented Information	PH	Engr. EEOngy (Lead Auditor), other internal auditors namely: Dr. LOMoreno, Engr. EGLoreto, Ms. APardales, and Mr. MCMagdadaro, Ms.PPORano (DRC), Mr. RAValenzona, Ms. JCMueda and Ms. MMiraflor (QAC Conference Room)	5.3, 6.2, 7.1, 7.2, 7.3, 7.4, 7.5, 9.1, 9.2, 10.1, 10.2, 10.3 7.5
1300H	Human Resource Development - Personnel Records and Performance Evaluation Office - Records Office - Training and Development Office Faculty and Staff Development Office	OT	Dr. LBCano (Director, ODAHRD), Atty. RGuinocor, Ms. Honey Colis and ODAHRD Personnel, dDRCs of office concern (OVPAF Conference room)	5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.1, 8.2, 8.3, 8.5, 8.7, 9.1, 10.3
1500H	Extension Services and Programs	JM	Dr. OBCapuno (VP for Research and Extension), Dr. MNSerino (OIC Director for Extension) Dr. JLBacusmo , and other Research Center Directors, dDRCs of offices concern (OVPRE White Room)	5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.1, 8.2, 8.3, 8.5, 8.7, 9.1, 10.3
1500H	Class Observation (sampling, including Laboratories and Laboratory Classes)	RR	All Wed 1-4 (lab) &MWF 3-5classes (lec)(Head of the selected dept/units)	5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.1, 8.2, 8.3, 8.5, 8.7, 9.1, 10.3
1500H	Finance Services - Budget Office - Accounting Office - Cashiering Office	PH	Ms. LAmpac (Director, Office of Finance), Ms. EEsguerra (Head, Accounting), Ms. MPancito (Head, Budget Office) and Queen-ever Y. Atupan , Head of Cash Office, dDRCs of offices concern	5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.1, 8.2, 8.3, 8.5, 8.7, 9.1, 10.3

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	Classes, Monday to Friday, 0700H to 1800H, with Saturday classes for Graduate Schools Administrative Offices, Monday to Saturday 0800H to 1700H			
			(Finance Office)	
1500H	Facility Maintenance Services, including Security Services Property Management	OT	Dr. RAPatindol (VP for Finance), Engr. MValenzona (GSD Director), Eng. MBurlas, Engr. CGumaod (Head, Security Office), Mr. LRamos (Head, Property Office), dDRCs of offices concern (GSD Conference and Property Office Room)	5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.1, 8.2, 8.3, 8.4, 8.5, 8.7, 9.1, 10.3
1700H	Planning and Development Office Management and Information System	JM	Dr. DOFerraren (VP for Planning, Resource Generation and External Affairs), Dr. LBCano (Director, ODAHRD), Engr. SVillagonzalo (Head, University Connectivity Center), Mr. DAlviola (Web Team Head) Mr. JDCortes , Mr. NVillas and dDRCs of office concern (OVPPRGEA Conference room)	5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.1, 8.2, 8.3, 8.5, 8.7, 9.1, 10.3
1700H	Office of the Student Affairs Guidance and Testing Services	RR	Prof. MBLoreto (Dean of Students), Ms. MCastaneda , all USSO Staff (USSO Conference room)	5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.1, 8.2, 8.3, 8.5, 8.7, 9.1, 10.3
1700H	Resource Generation Office <ul style="list-style-type: none"> - Housing and Utilities Office - Income Generation Projects - Recreational Facilities - Eco-Tourism Office 	PH	Dr. DOFerraren (VP for Planning, Resource Generation and External Affairs), Prof. AMPomida (IGP Director) (IGP Office)	5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.1, 8.2, 8.3, 8.5, 8.7, 9.1, 10.3
1700H	Supply and Procurement Services	OT	Dr. DOFerraren (VP for Planning, Resource	5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.1, 8.2, 8.3, 8.4, 8.5, 8.7,

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	Classes, Monday to Friday, 0700H to 1800H, with Saturday classes for Graduate Schools Administrative Offices, Monday to Saturday 0800H to 1700H			
			Generation and External Affairs), Dr. RAPatindol (VP for AF), Ms. AFlores (Head, SPPMO – Supply), Dr. Sinon, Dr. Peque, and BAC secretariat c/o TMDargantes (BAC Office)	9.1, 10.3
1900H	Auditor's Time - Report Writing	TÜVR Audit Team		
1930H	End of Day 1 Audit			
DAY 2 – 20 February 2020 >JM, RR, PH, OT				
0900H	Customer Feedback Risks and Opportunities Management	JM	Dr. MCBales (QAD) Mr. MCMagdadaro (Asst. QAD), Ms. JCMueda Dr. EETulin (President), Dr. BSBelonias (OVPI), Dr. OBCapuno (OVPRE), Dr. RAPatindol (VPPAF), Dr. DOFerraren (VP for Planning, Resource Generation and External Affairs), Dr. LBCano (Director, ODAHRD and Planning Officer) and Dr. MCBales (QAD) (QAC Conference Room)	5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.1, 8.2, 8.3, 8.5, 8.7, 9.1, 10.3
0900H	Library Services	RR	Ms. APardales (Chief Librarian), Mr. VGilos and Library Staff (University Library)	5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.1, 8.2, 8.3, 8.5, 8.7, 9.1, 10.3
0900H	General Services - Water Sewerage System Maintenance Unit; - Landscaping and Waste	PH OT	Engr. MValenzona (GSD Director), Engr. MBurlas , and GSD Staff	5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.1, 8.2, 8.3, 8.5, 8.7, 9.1, 10.3

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Date / Time	Organizational Unit and Processes	Auditor/ Abbrev.I	Interviewee(s)	Standard Chapter
	Classes, Monday to Friday, 0700H to 1800H, with Saturday classes for Graduate Schools Administrative Offices, Monday to Saturday 0800H to 1700H			
	<ul style="list-style-type: none"> Management Unit; Infrastructure Development and Building Maintenance Unit; Power and Electrical Supply Maintenance Unit; Heavy Equipment and Light Vehicle Maintenance Unit 		(GSD Conference room)	
1030H	Health Services (Medical and Dental)	JM	Dr.EYu, Dr.MGuinocor, and other Hospital Staff (VSU Hospital)	5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.1, 8.2, 8.3, 8.4, 8.5, 8.7, 9.1, 10.3
1030H	Registrar Services	RR	Ms. MCastaneda(OIC Registrar) Mr.RMaala, Mr.HNapoles, Ms. JBanzon and Registrar's staff (Registrar's Office)	5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.5, 8.1, 8.2, 8.3, 8.5, 8.7, 9.1, 10.3
1200H	Lunch Break			
1300H	Consolidation of Audit Findings, Report Preparation	TÜVR Audit Team		
1530H	Closing Meeting	TÜVR Audit Team	Top Management, Deans, Directors, Process Owners (Dept/Unit Heads), DRC, Internal Auditors, dDRCs, Presidents of Student Organizations (CC 1 st Floor)	Presentation of Audit Findings
1700H	End of Audit			

In case of an audit team the documentation of evidence must be made separately (exception top management). Adequate contact persons in the company must be mentioned in the audit plan.

As per the contract, all work documents are treated confidentially and are stored securely.

Distribution for the client:



(Established by the client)

Distribution for the audit plan:

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Client

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Certification Body (Bodies)

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Auditor/Expert

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