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MEMORANDUM CIRCULAR NO. 69
Series of 2020

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

R E: OPEN Nonconformities of Internal Quality Audit

One of the findings (Opportunities for Improvement) during the Stage 2 Certification Audit for ISO 9001:2015 conducted by TUV Rheinland on February 19-20, 2020 is the **Open Nonconformities (NCs) detected during the first Internal Quality Audit (IQA)**. All NC issuances are still open to date. As highlighted in Clause 9.2.2 e of ISO 9001:2015 Standard, appropriate corrective actions on the detected NCs shall be taken and implemented without undue delay. As we will be conducting our second IQA come 4th week of August 2020, these OPEN NCs need to be closed. The IQA will push through despite this pandemic crisis since it is required by the ISO Standard and will be audited during the First Surveillance Audit (FSA) by January 2021. The IQA team will disseminate the Audit Plan (FM-QAC-19) which specifies the method of conducting the audit especially during this pandemic crisis at most one month before the start of second IQA.

The results of the second IQA will have an impact on the FSA to be conducted by TUV Rheinland. Thus, I am urging the auditees of the respective units/offices to revisit the RFCAs of your NCs and OFIs and monitor the progress of the Corrective Actions (if implemented). If the implementation of the Corrective Actions has completed already, the auditees are required to review its effectiveness in addressing the NCs and OFIs. Since no more verification activity will be done for the first IQA, the implementation of your Corrective Actions will only be verified during the second IQA. The second IQA will also check the implementation of your action plans on the OFIs observed during the Stage 2 Certification Audit.

Thank you for your usual cooperation.


EDGARDO E. TULIN
President