



10 November 2022

MEMORANDUM CIRCULAR NO. 129

Series of 2022

T O: All Auditees (VPs, Dean, Directors, Heads of Offices)


R E: Training Workshop on Root Cause Analysis

A **"Training Workshop on Root Cause Analysis"** will be conducted **"Face-to-Face"** on **November 16, 2022** (Wednesday) from **08:30 AM to 5:00 PM** at the **VSU RDE Hall**. All Unit Heads with nonconformities (NCs) incurred during the 3rd IQA that is/are still **OPEN** and those with NCs documented this 4th IQA are **required** to attend the said training workshop. Auditees will be guided in determining the root cause(s) of the detected nonconformities so that relevant solutions can be identified.

Furthermore, the external auditor observed during the Second Surveillance Audit (SSA), that most of the root cause analysis reported in the RFCA did not really address the underlying issues because the true root cause or source of the problem was not identified. This will result in the recurrence of the problem or NC.

As part of our commitment to the continual improvement of our QMS and in compliance with the requirements of ISO 9001:2015, all Auditees (VPs, Dean, Directors, and Heads of Units) are directed to attend this activity. If the auditee/head is unable to attend the training workshop due to another commitment of similar importance, he should send a representative who is also knowledgeable about the unit's or office's procedures.

Please be guided accordingly and thank you for always supporting the continual improvement of our Quality Management System.


EDGARDO E. TULIN
President *DEC 11/10/22*