DEPARTMENT OF EDUCATION
DIVISION OF LANAO DEL NORTE
RECORDS SECTION
RELEASED
CONTROL NO. 2137
3-2-2020 DATE
4:20 TIME
SIGNATURE OVER PRINTED NAME

DIVISION MEMORANDUM

No. 96 s. 2020

TO: **MARY ANN M. ALLERA**, *ASDS*
MARIA CARMELA T. ABLIN, *SGOD CHIEF*
MARY ARLENE C. CARBONERA, *CID CHIEF (OIC)*
ARMANDO B. PASOK, *AO 5*
OSDS SECTION HEADS
PROCESS OWNERS
INTERNAL AUDITORS
ALL OTHER CONCERNED
This Division

FROM: **EDILBERTO L. OPLENARIA, CESO V**
Schools Division Superintendent

SUBJECT: **ANNUAL ISO ACCREDITATION SURVEILLANCE AND INTERNAL AUDITS**

DATE: **March 02, 2020**

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1. Per the External Auditor - TUV Rheinland's audit last February 26-27, 2019, this Division has been verified to have complied workflows with standard requirements and descriptions in management system documentation for ISO 9001:2015. Thus, issued Certificate Registration No. 01 100183 5814 effective 3-21-2019 to 3-20-2022.

2. Whereas, regular Annual surveillance shall be conducted by TUV to monitor its consistent compliance to the ISO standards.

3. In this regard, internal audits shall be conducted by the Internal Auditors on March 9, 2020 and March 16, 2020 (Follow-up audit).

4. Division Chiefs, Section Heads, and Process Owners are hereby directed to incorporate the Stage 2 External Audit Report of TUV and all other recommendations/observations/suggestions given by TUV during their audit in their respective processes/offices.

5. Process owners may register new and or revised procedures manual and forms (or templates) to Documents and Records Controller (DRC) and should submit mandatory forms for registration as follows:

    a. FM-DRC – 01 (Internal Document Master list)
    b. FM-DRC – 02 (Document Registration Processing)
    c. FM-DRC – 05 (External Document Master List)
    d. FM-DRC – 06 (Quality Record Matrix)

6. Section Heads/Division Chiefs should review/deliberate changes made to procedure manual or forms before submitting to DRC. Only approved Procedure Manuals/forms complete with all required signatories shall be registered.

7. Attached are the Internal Audit Itinerary and Auditors' office assignments, Audit Checklist Form, Audit Report Form, General Observation Form, and Nonconformance Report Form for Internal Auditors' Reference.

8. All scheduled travels and previously approved leave are rescinded to make these activities a priority.

9. Immediate and wide dissemination of and strict compliance with this memorandum are directed.

DEPARTMENT OF EDUCATION – DIVISION OF LANAO DEL NORTE

AUDIT ITINERARY

Audit No. : **2018-001**	Type of Audit: X Regular		Special

Audit Scope : **Whole Quality Management System**

Audit Objective:

To assess the organization's conformance to the requirements of ISO 9001 Standard;
To assess the effectiveness of the implementation of planned management system; and
To identify areas for improvement.

Audit Criteria : **MS Manual, Procedures Manual, Guidelines, ISO 9001:2015 Standard**

Audit Team:

Lead Auditor:	**Bridget E. Abalorio**	
Team Members:	**Jennifer R. Intong**	**Jovanny M. Pangasian**
	Rizzel D. Mamac	**Erl C. Villagonzalo**
	Ivy Mae Andam	**Maria Eva S. Edon**
	Cherry Mae S. Arcadio	**Wilson Marc R. Mabao**
	Robin L. Tabar	**Eunice Gay S. Gumban**

SCHEDULE

DATE	TIME	DEPARTMENT/ SECTION	ISO ELEMENTS / PROCEDURES		AUDITOR	AUDITEE REPRESENTATIVE
	8:00-8:30	Opening Meeting				Top Management, Audit Team
	9:00 – 11:00	LRMDS	4.1, 4.2,, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1 8.2, 8.3, 8.5, 8.6, 8.7, 9.1 10.0	PM-LRMDS-01 Development of Learning Resources PM-LRMDS-02 Quality Assurance of Learning Resources PM-LRMDS-03 Storage and Maintenance of Learning Resources PM-LRMDS-04 Distribution of Learning Resources	Bridget E. Abalorio	Connie A. Emborong
March 9, 2020	9:00 – 10:30	CID	4.1, 4.2,, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.2, 8.3, 8.5, 8.6, 8.7, 9.1 10.0	PM-ALS-01 Procedure on Monitoring ALS Activities PM-OHSP-01 Procedure on Open High School Program Implementation PM-IS-01 Procedure on Instructional Supervision	Wilson Marc Mabao	Monisa Maba Angelito Barazona Mary Arlene C. Carbonera
	9:00 – 10:00	Health and Nutrition	4.1, 4.2,, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.2, 8.3, 8.5, 8.6, 8.7, 9.1 10.0	PM-SHS-01 Medical/Dental Check-Up Procedure PM-SHS-02 OK Sa DepEd Health Education Advocacy Programs	Ivy Mae Andam	Dr. Melvin C. Enerio Amante L. Damayo
	10:00 – 10:30	DRRM	4.1, 4.2,, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3,	PM-DRRM-01 Disaster Risk Reduction and Management (DRRM) Section Manual for Different Hazards	Ivy Mae Andam	Daniel L. De Luna

			7.1, 7.2, 7.3, 7.4, 7.5, 8.2, 8.3, 8.5, 8.6, 8.7, 9.1 10.0	(Natural and Man-Made)		

DATE	TIME	DEPARTMENT/ SECTION	ISO ELEMENTS / PROCEDURES		AUDITOR	AUDITEE REPRESENTATIVE
	10:30 – 11:00	SPP	4.1, 4.2,, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.3, 8.5, 8.6, 9.1, 10.0	PM-SPP-01 Special Programs and Projects	Maria Eva S. Edon	Arlene D. Manginsay
	9:00 – 9:30	Planning	4.1, 4.2,, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.5, 9.1, 10.0	PM-PAR-03 Collection of Data/Information in the LIS and EBEIS	Robin L. Tabar	Francisca J. Mugot
March 9, 2020	11:00 – 12:00	Research	4.1, 4.2,, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.3, 8.5, 8.6, 9.1, 10.0	PM-PAR-01 Development of Strategic and Operational Educational Plans PM-PAR-02 Conduct of Research Through Basic Education Research Fund (BERF)	Robin L. Tabar	Bridget E. Abalorio
	10:30 – 11:00	Engineering	4.1, 4.2,, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.3, 8.5, 8.6, 8.7, 9.1, 10.0	PM-PFS-01 Acquisition of Infrastructure Projects, Application of Special Patents and Resolving School Site Conflicts/Issues	Robin L. Tabar	Norjanah Macasimpan
	9:00 – 11:00	M&E	4.1, 4.2,, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.3, 8.5, 8.6, 8.7, 9.1, 10.0	PM-MES-01 Monitoring, Evaluation & Adjustment (MEA) Process PM-MES-02 School-Based Management (SBM) Evaluation Process PM-MES-03 Quality Assurance, Technical Assistance, and Monitoring & Evaluation (QATAME) Process PM-MES-04 Testing Process PM-MES-05 Private School Permit/Recognition Application Process	Eunice Gay S. Gumban	Ivy T. Jumawan Lady Ann L. Cabahug
	11-:30-12:00	HRD	4.1, 4.2,, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4,	PM-HRD-01 Training Procedure	Wilson Marc Mabao	Jennifer R. Intong

			7.5, 8.1, 8.2, 8.3, 8.5, 9.1, 10.0			

DATE	TIME	DEPARTMENT/ SECTION	ISO ELEMENTS / PROCEDURES		AUDITOR	AUDITEE REPRESENTATIVE
March 9, 2020	9:30 – 11:00	Cashier	4.1, 4.2,, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.5, 9.1, 10.0	PM-CAS-01 Collections and Deposits Procedure PM-CAS-02 Disbursement by Cash – Payment for Payroll and Other Expenses PM-CAS-03 Disbursement Through ADA/Check for Salaries, Schools MOOE, External Creditors and Other Disbursements	Rizzel D. Mamac	Mariam A. Mapandi
	9:00 – 10:00	ICT	4.1, 4.2,, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.5, 9.1, 10.0	PM-ICT-01 ICT Equipment Repair PM-ICT-02 DepEd Email Request	Maria Eva S. Edon	Florderick S. Velarde
	10:30 – 11:30	Accounting	4.1, 4.2,, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.5, 9.1, 10.0	PM-ACC-01 Disbursement PM-ACC-02 Liquidation of Cash Advances PM-ACC-03 Submission of Journals and Supporting Documents	Erl C. Villagonzalo	Glaiza H. Balatero Leah A. Aleria Rizzel D. Mamac
	10:00 – 11:30	Supply	4.1, 4.2,, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.5, 9.1, 10.0	PM-SUP-01 Procurement Process PM-SUP-02 Process on the Procurement of Common-Use Supplies and Equipment Through DBM-PS PM-SUP-03 Preparation and Issuance of Property Acknowledgement Receipt	Jovanny M. Pangasian	Cherry Beth A. Gupit Glenn J. Jumalon
	9:00 – 10:00	Maintenance	4.1, 4.2,, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.5, 9.1, 10.0	PM-ADM-01 Maintenance Of UPIS PM-ADM-02 Preventive Maintenance of Vehicles PM-ADM-03 Preventive Maintenance of Equipment PM-ADM-04 Handling Incident Reports	Jovanny M. Pangasian	Asteria B. Catulong Anthony D. Lumingkit Jr.

DATE	TIME	DEPARTMENT/SECTION	ISO ELEMENTS / PROCEDURES		AUDITOR	AUDITEE REPRESENTATIVE

	9:00 – 10:30	Records	4.1, 4.2,, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.5, 9.1, 10.0	PM-REC-01 Process Flow for Receiving Incoming Communication PM-REC-02 Process Flow of Releasing Mails and Communications PM-REC-03 Process Flow for Authentication, Verification, Certification of Documents	Jennifer R. Intong	Hanna Daryl J. Bacalso Elflida C. Ortiz
	9:00 – 10:30	Budget	4.1, 4.2,, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.5, 9.1, 10.0	PM-BUD-01 Obligation Request PM-BUD-02 Budget Proposal PM-BUD-03 Budget and Financial Accountability Reports	Cherry Mae S. Arcadio	Emily S. Padayhag
	12:00 – 1:00			Lunch		
Nov 26, 2018	1:00 – 2:00	BAC	4.1, 4.2,, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.4, 8.5, 9.1, 10.0	PM-BAC-01 Procurement Process On Public Bidding PM-BAC-02 Procurement Process On Public Bidding	Rizzel D. Mamac	Mary Ann M. Allera
	2:00 – 3:00	SOCMOB	4.1, 4.2,, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.3, 8.5, 8.6, 9.1, 10.0	PM-DRRM-01 DISASTER RISK REDUCTION AND MANAGEMENT (DRRM) SECTION MANUAL FOR DIFFERENT HAZARDS (NATURAL AND MAN-MADE) PM-SMN-01 PROVISION OF RESOURCES NEEDED BY THE SCHOOLS DIVISION OFFICE, SCHOOLS AND LEARNING CENTRES	Jennifer R. Intong	Daniel de Luna, Rasmila Cosain
	3:00 – 4:00	Top Management, QMR	4.1, 4.2,, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.3, 8.5, 8.6, 9.1, 9.2, 9.3 10.0	PM-RAI-01_Control of Nonconforming Service PM-RAI-02_Handling of IP Feedback PM-RAI-04_Corrective Action PM-RAI-05_Management Review PM-RAI-06_Risk Assessment	Maria Eva S. Edon	Edilberto L. Oplenaria, Mary Ann M. Allera, Maria Carmela T. Ablin, Mary Arlene C. Carbonera
		HRM	4.1, 4.2,, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.3, 8.5, 9.1, 10.0	PM-HRM-01 Preparation of Appointment Process PM-HRM-02 Leave Process	Jovanny M. Pangasian	Dan A. Jutba Jr Christine Joy B. Palao

		DRC	4.1, 4.2,, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.3, 8.5, 8.6, 9.1, 9.2, 9.3 10.0	PM-DRC-01_External Document Control PM-DRC-02_Internal Documented Information PM-DRC-03_Records Control	Erl C. Villagonzalo	Silvestra P. Macapobre

DATE	TIME	DEPARTMENT/SECTION	ISO ELEMENTS / PROCEDURES		AUDITOR	AUDITEE REPRESENTATIVE
March 9, 2020	4:00-4:30	Audit Team	4.1, 4.2,, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 8.2, 8.3, 8.5, 8.6, 9.1, 9.2, 9.3 10.0	PM-RAI-03_Internal Quality Audit	Eunice Gay S. Gumban	Arlene D. Manginsay, Bridget E. Abalorio, Jennifer R. Intong, Jovanny M. Pangasian
	4:30 – 5:00	Closing Meeting			Top Management, Audit Team, Core Team, Process Owners, Section Heads, Division Chiefs	

Prepared by:	Reviewed and Approved by:
BRIDGET E. ABALORIO Internal Lead Auditor	**EDILBERTO L. OPLENARIA, CESO V** Schools Division Superintendent

DEPARTMENT OF EDUCATION – DIVISION OF LANAO DEL NORTE

AUDIT CHECKLIST

Audit No. :	Audit Criteria:	Audited Area / Department:
Audit Date :	Auditor(s):	Auditee(s):

REQUIREMENTS / CHECK ITEMS	Y/N	REMARKS (objective evidences / references)

DEPARTMENT OF EDUCATION – DIVISION OF LANAO DEL NORTE

AUDIT REPORT

YEAR:

#	NCR / GOOI CONTROL NO.	SUBJECT	ISSUED TO	ISS. DATE	TARGET DATE (PLANNED ACTION)	ACTUAL DATE (ACTION IMPLEMENTED)	CLOSURE DATE	STATUS

DEPARTMENT OF EDUCATION – DIVISION OF LANAO DEL NORTE

GENERAL OBSERVATIONS AND RECOMMENDATIONS LIST

Audit No. :	Audit Date:	Audited Area / Section:

CONTROL NO.	GENERAL OBSERVATIONS AND OPPORTUNITIES FOR IMPROVEMENT	PLANNED ACTIONS			STATUS
		ACTION ITEMS	TARGET DATE	RESPONSIBLE	

DEPARTMENT OF EDUCATION – DIVISION OF LANAO DEL NORTE

NONCONFORMANCE REPORT

Control No. :	Audit Date :	Section/Area :
Auditor(s) :	Auditee(s) :	
Nonconformance Category : ☐ Major ☐ Minor	Audit Type: ☐ Internal ☐ External	

NONCONFORMANCE STATEMENT

Statement of Fact:

Attribution and Explanation:

Prepared by: Auditor Date:	**Reviewed by:** Management Representative Date:	**Acknowledged by:** Auditee Representative Date:

ROOT CAUSE ANALYSIS

Root Cause Analysis:

CORRECTION AND CORRECTIVE ACTION

#	Action	Target Date	Responsible Person

Prepared by: Auditee Representative Date:	**Reviewed by:** Auditor Date:	**Approved by:** Chief Date:

ACTION VERIFICATION / FOLLOW-UP

#	Verification Remarks	Date	Verified by	Status

Final Status: Close Open Fail	**Remarks:**	**Approved by:**	**Date:**