

Audit Report

Organisation Department of Education
Audits (ZA): SE930417



Master Data of Organisation

Name of Organisation	Department of Education	
Name of corporate group (in case of group certification)	N/A	
Street	Main Site: Department of Education, DepEd Complex, Meralco Ave., Pasig City, Philippines Site 1: DepEd Regional Office IV-A CALABARZON, Karangalan Village, Cainta, Rizal, Philippines (RO) Site 2: DepEd Schools Division of Biñan City, Sto. Domingo, City of Biñan, Laguna, Philippines (SDO) Site 3: Biñan Elementary School (BES), Sto. Domingo Zone 2, Biñan, Laguna, Philippines (BES) Site 4: Biñan Integrated National High School (BINHS), Sto. Domingo, Biñan, Laguna, Philippines (BINHS)	
Postcode / Town / Country	Meralco Ave., Pasig City, Philippines	
Contact	Adolfo A. Nisperos	
E-Mail	adolfo.nisperos@deped.gov.ph	
Phone/Fax	(02) 8633-5375	(02) 8633-5375
Language	English / Filipino	
Description	Provision of Quality Basic Education Services including Curriculum Development <input type="checkbox"/> more description regarding scope in annex	
Industry / Scope (EA, TA, ...)	36, 37	

Audit profile

Standards under contract / Audit type	ISO 9001 : 2015 1 st Surveillance Audit	
<input type="checkbox"/> Change to ISO 45001:2018 <input type="checkbox"/> Upgrade to ISO 50001:2018		
System documentation: Revision / Issue	QMS Manual Rev. 00 / 09.20.21	
Surveillance mode	Yearly surveillance	
Audit team leader / responsible	Ivan Felix Herrera (IH), 90007304	
Audit team	Niel Patrick Ordiales (NO), 90012669	
	Jocelyn Magat (JM), 90006269	Day 2 only
Technical expert	Amelita Lilibeth Cruz (AC), 90010428	Day 1 only
Trainee	N/A	
Multisite-organisation	All sites are listed in: <input checked="" type="checkbox"/> Audit Reference Data Sheet <input type="checkbox"/> separate Listing <input checked="" type="checkbox"/> Audit program/ATEA <input type="checkbox"/> Multisite-certification (Sample)	
Shift operation	no shift operation	

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Audited Standards

ISO 9001 : 2015	1st Surveillance Audit
Non-applicability of chapters: N/A	
Audit team leader: Ivan Felix Herrera, 90007304	Audit number(ZA):
Certificate number:	Valid until:

Audit-Details

Sites	Main Site: Department of Education, DepEd Complex, Meralco Ave., Pasig City, Philippines Site 1: DepEd Regional Office IV-A CALABARZON, Karangalan Village, Cainta, Rizal, Philippines (RO) Site 2: DepEd Schools Division of Biñan City, Sto.Domingo, City of Biñan, Laguna, Philippines (SDO) Site 3: Biñan Elementary School (BES), Sto. Domingo Zone 2, Biñan, Laguna, Philippines (BES) Site 4: Biñan Integrated National High School (BINHS), Sto. Domingo, Biñan, Laguna, Philippines (BINHS)
Audit date	June 6-7, 2023
Audit duration	4.50 person days on site (incl. remote locations if applicable)

Details for Stage 1 - Audit

Stage 1 - Audit	not necessary.	
Duration Stage 1 - Audit	ISO 9001 : 2015	0,00 person-day (s)
Date Stage 1 - Audit	N/A	

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Distribution/Confidentiality/Rights of ownership/Limitations/Responsibilities

This report is sent to the certification body or bodies, the members of the audit team and the audit representative of the organisation. All documents (such as this report) regarding the certification procedure are treated confidentially by the audit team and the certification body. This audit report remains the property of the certification body.

An audit is a procedure based on the principle of random sampling and cannot cover each detail of the management system. Therefore nonconformities or weaknesses may still exist which were not expressly mentioned by the auditors in the final meeting or in the audit report.

The responsibility for continuous effective operation of the management system always rests solely with the audited and certified organisation.

Salvo clause:

The audit report will be left to the organisation at the end of the audit - subject to approval by the certification body. The independent release process may cause modifications or additions. In these cases a modified revision will be sent to the audited organisation.

Annex/Enclosures

Annex/ corresponding audit documentation	<input checked="" type="checkbox"/> Questionnaire(s) / Checklist(s) <input type="checkbox"/> Additional annexes, number
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Summary of results

ISO 9001:2015											
Clause	Audited	Result*	Clause	Audited	Result*	Clause	Audited	Result*	Clause	Audited	Result*
4.1	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
4.2	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
4.3	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
4.4	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
5.1	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
5.2	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
5.3	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
6.1	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
6.2	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
6.3	<input checked="" type="checkbox"/>	2		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
7.1	<input checked="" type="checkbox"/>	2		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
7.2	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
7.3	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
7.4	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
7.5	<input checked="" type="checkbox"/>	2		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
8.1	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
8.2	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
8.3	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
8.4	<input checked="" type="checkbox"/>	2		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
8.5	<input checked="" type="checkbox"/>	2		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
8.6	<input checked="" type="checkbox"/>	2		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
8.7	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
9.1	<input checked="" type="checkbox"/>	2		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
9.2	<input checked="" type="checkbox"/>	2		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
9.3	<input checked="" type="checkbox"/>	2		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
10.1	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
10.2	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
10.3	<input checked="" type="checkbox"/>	1		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
	<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
	<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
	<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
	<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
Additional requirements in accordance to ISO 17021:2015										Audited	Result
a) internal audits and management review										<input checked="" type="checkbox"/>	2
b) review of actions taken on nonconformities identified in previous audit										<input type="checkbox"/>	
c) responsiveness to complaints										<input checked="" type="checkbox"/>	1
d) effectiveness of the management system with regard to fulfilment of objectives										<input checked="" type="checkbox"/>	1
e) progress of planned activities aimed at continual improvement										<input checked="" type="checkbox"/>	1
f) the client's management system ability and its performance regarding meeting of applicable requirements										<input checked="" type="checkbox"/>	1
g) operational control of the client's processes										<input checked="" type="checkbox"/>	2
h) review of any changes including system documentation										<input checked="" type="checkbox"/>	1
i) use of marks and/or any other reference to certification										<input checked="" type="checkbox"/>	1
audited: <input checked="" type="checkbox"/> = audited sections of the standard;											
Result: 1 = fulfilled; 2 = basically fulfilled / potential for improvement; 3 = not fulfilled / nonconformity ; - = not applicable / excluded.											
Details are listed in the section "Detailed results". Fields with a coloured background are obligatory elements in every audit.											

Obligatory elements from A00VA02

a) Are temporary sites (i.e installation sites, project locations etc.) available?	yes <input type="checkbox"/>	no <input checked="" type="checkbox"/>
b) Which one are visited?	N/A	

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Organisations profile

Organization Profile

Mandate:

Republic Act No. 9155; Republic Act No. 10533; Republic Act No. 9184
D.O. Series 2015 No. 52

Info for org. Profile.

The Department of Education was established through the Education Decree of 1863 as the Superior Commission of Primary Instruction under a Chairman. The Education agency underwent many reorganization efforts in the 20th century in order to better define its purpose vis-à-vis the changing administrations and charters. The present day Department of Education was eventually mandated through Republic Act 9155, otherwise known as the Governance of Basic Education act of 2001 which established the mandate of this agency.

The Department of Education (DepEd) formulates, implements, and coordinates policies, plans, programs and projects in the areas of formal and non-formal basic education. It supervises all elementary and secondary education institutions, including alternative learning systems, both public and private; and provides for the establishment and maintenance of a complete, adequate, and integrated system of basic education relevant to the goals of national development.

In August 2001, Republic Act 9155, otherwise called the Governance of Basic Education Act, was passed transforming the name of the Department of Education, Culture and Sports (DECS) to the Department of Education (DepEd) and redefining the role of field offices (regional offices, division offices, district offices and schools). RA 9155 provides the overall framework for (i) school head empowerment by strengthening their leadership roles and (ii) school-based management within the context of transparency and local accountability. The goal of basic education is to provide the school-age population and young adults with skills, knowledge, and values to become caring, self-reliant, productive, and patriotic citizens.

Brief of processes & Important process

Curriculum Standards Development

Curriculum Management

Teaching-Learning Standards and Modalities Development

Management/ Contextualization of Teaching-Learning Delivery Systems

Instructional Supervision and Management

Standards Development and Management of Learning Resources

Development of contextualized Learning Resources

Management of Quality Assurance of Learning Resources/Contextualized Learning Resources

Learning Resources Implementation

Design and Development of Assessment Framework, Programs, and Tools/Instrument

Management of assessment mechanism contextualization

Assessment Operation

Data Analysis and Interpretation

Development of Education Research Framework, Design, Procedures, and Instruments

Conduct of Research

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	<p><u>Number of effective employees</u> : 124 including loan employees and subcontractor (full time equivalent)</p> <p><u>Shift operation</u>: Single <u>Office hour</u> : 08.00-17.00</p>					
Product Types / Services & Application Requirements	<p><u>Products /or services</u> :</p> <p>Basic Education Services including curriculum design</p> <p><u>Majors clients</u> : Learners, General Population (Students, Parents, Guardians)</p>					
Any special application of the product / services	No special application of product / service.					
Regulatory Requirements / Licencing Requirements	Republic Act No. 9155; Republic Act No. 10533; Republic Act No. 9184 D.O. Series 2015 No. 52					
- QMS EA code - Risk classification in the technical area	EA 36, 37, Risk Low					
Statement of implementation :	<p><i>The organization has implemented, and maintained their management system in accordance to the ISO 9001:2015 requirements.</i></p> <p><i>Strategical direction of the organization was established by their understanding of internal and external issues in related contexts such as economics, technologies, politics, and etc. As well as interested parties needs expectations are determined such as customer, obligations compliance, top management, suppliers, and etc. They have been considered into identification of organization risks & opportunities and the ways to mitigate these risks to the acceptable levels and incorporated into the action plan which measured and monitored in the regular basis.</i></p>					
QMS: QA/QC control	Document Review					
Legal Or Mutual Relationship With The Central Office (Multisite)	<p>Yes. The operation site has mutual relationship with the central office.</p> <table border="1"> <tr> <td>Multisite Organization: Department of Education</td> <td>EA: 36, 37 Scope: Provision of Quality Basic Education Services including Curriculum Development</td> </tr> <tr> <td>Central Function: DepEd Complex, Meralco Ave., Pasig City, Philippines Name: Department of Education</td> <td>Brief process/ or activities: Top management (EXECOM), BHR0D, BLSS, YFD, LS, IAS, EPS, BLR, BLD, BAE, PMS, QMS Teams, KMT, FS, Cash, DRRMS, BEA, BCD, ProcMS,</td> </tr> </table>		Multisite Organization: Department of Education	EA: 36, 37 Scope: Provision of Quality Basic Education Services including Curriculum Development	Central Function: DepEd Complex, Meralco Ave., Pasig City, Philippines Name: Department of Education	Brief process/ or activities: Top management (EXECOM), BHR0D, BLSS, YFD, LS, IAS, EPS, BLR, BLD, BAE, PMS, QMS Teams, KMT, FS, Cash, DRRMS, BEA, BCD, ProcMS,
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		<p>NEAP, PAS, PS, ICTS, AS, EFD</p> <p>Scope : Provision of Quality Basic Education Services including Curriculum Development</p> <p>124 employees / no shift operation</p>
	<p>Site 1 : Karangalan Village, Cainta, Rizal, Philippines Name: DepEd Regional Office IV-A CALABARZON</p>	<p>Brief process / or activities: ORD, QMS Team, KMT, PPRD, ESSD (DRRM, EP), ESS (Infra, LSM), QAD (Private School, Educational Statistics), FTAD (Project Management, Org Management, PAU, ASD, Cash, Personnel and HRDD, ASD (GS, PRoc, Asset, Records), CLMD</p> <p>Scope : Provision of Quality Basic Education Services</p> <p>73 employees / no shift operation</p>
	<p>Site 2: Sto.Domingo, City of Biñan, Laguna, Philippines Name: DepEd Schools Division of Biñan City</p>	<p>Brief process / or activities: OSDS, ASDS, QMS Teams, KMT, SGOD (Project Management, Organizational Development), Finance, Admin, Cash, SGOD (SMN, SMME), ICT, Legal, DIO, PA, CID, Personnel and HROD, Admin (GS, Proc, Asset, Records), SGOD (EFS, IM, YF, LSM, Planning and Reasearch, DIO, Research Management)</p> <p>Scope : Provision of Quality Basic Education Services</p> <p>74 employees / no shift operation</p>
	<p>Site 3: Sto. Domingo Zone 2, Biñan, Laguna, Philippines Name: Biñan Elementary School (BES)</p>	<p>Brief process / or activities: Office of the School Head, QMS, KMT, Core Process (Performance Monitoring and Evaluation, Learning Delivery Management, Education Assessment), Support</p>

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		<p>Process (HRMD, DRRM, ICT, ProcM, Asset, Records, Finance, GS, PA, LSM, DIO, Research, EPP, Legal, Org development)</p> <p>Scope : Provision of Quality Basic Education Services</p> <p>67 employees / no shift operation</p>
	<p>Site 4: Sto. Domingo, Biñan, Laguna, Philippines Name: Biñan Integrated National High School (BINHS)</p>	<p>Brief process / or activities: Office of the School Head, QMS, KMT, Core Process (Performance Monitoring and Evaluation, Learning Delivery Management, Education Assessment), Support Process (HRMD, DRRM, ICT, ProcM, Asset, Records, Finance, GS, PA, LSM, DIO, Research, EPP, Legal, Org development)</p> <p>Scope : Provision of Quality Basic Education Services</p> <p>72 employees / no shift operation</p>
<p>The auditor has verified and confirmed that:</p> <ul style="list-style-type: none"> • The defined central function has authorized of controls the management system, including authority to define, establish and maintain the single management system over the individual sites. • The organization's internal audit programme has been verified and all sites have subjected into internal audits program. • The management review coverage all sites under the certified locations and scope, 		
Year's Been Certified	Since 2022	

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Summary / explanations of results

Organisational or functional units or processes audited:

Main Site: Top Management/Management interview (EXECOM), QMS TEAMS (Internal Quality Audit) (Knowledge Management Team), Bureau of Learning Resources (BLR), Bureau of Learning Delivery (BLD), Bureau of Alternative Education (BAE), Bureau of Education Assessment (BEA), Bureau of Curriculum Development (BCD), Disaster Risk Reduction and Management Service (DRRMS), Procurement Management Service (ProcMS), NEAP – National Educators' Academy of the Philippines, Legal Service (LS), IAS (Internal Audit Service), Administrative Services, Education Facilities Division (EFD),

Site 1: Top Management/Management interview/Internal Audit (ORD and QMS Teams, KMT Teams), Finance Division, including ASD-Cash Section, ICT Unit, Legal Unit, Public Affairs Unit (PAU), Policy, Planning, and Research Division (PPRD), Curriculum and Learning Management Division (CLMD), ASD (General Services, Procurement Management, Asset Management, Records Management), Quality Assurance Division (QAD), Prival School Regulations and Development, Educational Statistics Monitoring

Site 2: Top Management/Management interview/Internal Audit (OSDS and QMS Teams), Curriculum Implementation Division (CID), Curriculum Mgmt and Standards Devt (Learning Delivery Mgmt and Devt, Learning Resource Mgmt and Devt, Education Assessment, Education Assessment & research), Admin Service Unit including Property & supply unit and Records Unit (General Services Management, Procurement Management, Asset Management, Records Management, Admin Unit-Personnel and GOD-HRD Section, ICT, Legal, DIO (ICT Management, Legal Management, Public Affairs Management, SGOD-Education Facilities Section - Infrastructure Management

Site 3: Top Management/Management interview/QMS, KMT, Core Processes, Support Processes (Infrastructure management, General services, Public affairs management, Learner support management, Data information management, Research management, External partnership management, Legal management, Organizational development,

Site 4: Top Management/Management interview/QMS, KMT, Core Processes (Performance monitoring and evaluation, Learning delivery management and development, Education assessment, Including classroom observation), Support Processes (Human resource management and development, Disaster Risk Reduction and management, ICT management, Procurement management, Asset management, Records management, Financial management, Infrastructure management, General services)

Aspect of the company and/or audit to be highlighted:

Changes in the management

Summary of the findings in this visit:

NCA – 0

NCB – 0

OFI/PI – 12

GP – 3

CM - 6

Last year's Non Conformity Verification for Effectiveness: not applicable

Reason selecting the site audited to be detailed (if any): Site 1 RO IVA Calabarzon, Site 2 SDO Binan City, Site 3 Binan Elementary School and Site 4 Binan Integrated National High School were visited and audited to verify the process implementation.

Expert feedback (if using expert): technical expert was deployed for this audit and her overall assessment is signified by her signature at the end of this report.

Remote Audit (if using remote audit): Not applicable

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Conclusion

Taking into account the size and structure of the organisation, the products/services supplied and the process used, the organisation has basically demonstrated that it operates its management system in order to ensure fulfilment of its own requirements, the requirements of its customers and the relevant legal requirements.

This includes in particular:

- The policies from 2022, objectives and their implementation in the organisation
- The processes which exist in the management system and their interaction
- The management system documentation
- The recording system
- The resource management
- The measuring and analysis (management review from 2023, audit planning from 2023, audit report(s) from 2023 and examples for indicators)
- The continual improvement process

also the implementation and the effectiveness of the management system and the processes for providing services/production/product realisation were assessed by the audit team by means of on-site inspection and examination of documents on a random sample basis.

Nonconformities, observations and the potential for improvement are described in the "Detailed Results" section.

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Notes for the detailed results

The evaluation of the audit results basically follows the scheme shown below:

Stage	Classification	Meaning
NC A	Major Nonconformity (Nonconformity A)	Nonconformities could be classified as major in the following circumstances: <ul style="list-style-type: none">• if there is a significant doubt that effective process control is in place, or that products or services will meet specified requirements;• a number of minor nonconformities associated with the same requirement or issue could demonstrate a systemic failure and thus constitute a major nonconformity.
NC B	Minor Nonconformity (Nonconformity B)	Nonconformities could be classified as minor, if these do not affect the capability of the management system to achieve the intended results.
PI	Potential for improvement	Items which would allow optimisation of the management system in relation to the requirements of the relevant standard. It is recommended that the company implements these items.
GP	Positive aspects/ Good Practice	Positive aspects of the management system worthy of special mention (see also point 4.3 if applicable).
CM	Comments	Special situation and information to be traced in next audit.

Follow-up action(*):

NC A: Action plan with follow-up Audit or action plan and submission of documents.

NC B: Action plan and if necessary submission of documents.

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Detailed results

No.	Major Nonconformity (Nonconformity A)	Area / Process	Standard:clause	Set date
	None			

No.	Minor Nonconformity (Nonconformity B)	Area / Process	Standard:clause	Set date
	None			

No.	PI	Area / Process	Standard:clause
1.	Delivered goods are being inspected by the user using the sampling plan submitted. E.g. TVL However, may consider defining more clearly what will happen to the goods if they failed the inspection, especially for sensitive items. E.g. scrap, rework, etc	Main Site: Procurement	8.4
2.	Draft review of call guidelines was presented as sample by the BLR. Part of the review conducted is the use highlighted text, change in font colors and similar markers. Still, consider to standardize the review conducted for better consistency and review control. e.g. - added text for "Design" – with green highlight - added text for "Scope" – with red text	Main Site: Bureau of Learning Resources (BLR)	8.5..2
3.	Internal audit is conducted annually. For improvement in assessment and documentation, consider to: a. Utilized the existing audit checklist b. Include in the Audit Program audit of Management Review and Internal Audit	Main Site: Internal Audit	9.2.1
4.	Records are kept and labeled securely in the Records management office. However, may consider reviewing the adequacy of the no. of fire extinguishers and ensure the consistent checking of the fire extinguisher. Also, may consider training all people in the office on how to use the fire extinguisher in case of emergency.	Site 1: RO-IVA ASD (records management)	6.3
5.	Inspection and checking of service vehicles are recorded through Google sheets. Still, consider to improve the traceability of minor adjustments / troubleshooting conducted for items marked as "Not OK" by documenting the activity conducted.	Site 1: RO-IVA General Services - Transport	7.1.3

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No.	PI	Area / Process	Standard:clause
6.	Hard copies of the results of policies or research are given to all stakeholders. In addition, this will be uploaded to the DepEd website for reference. However, may consider to not give hardcopies anymore to save on cost and save on the environment. E.g. Division Education Development Plan	Site 1: RO-IVA PPRD	7.5
7.	Improvement in the communication of external provider evaluation results to the corresponding external providers may be considered.	Site 4: BINHS Procurement Management	8.4.3
8.	Clinic equipment and medicines are monitored through the School Clinic Supplies and Equipmeent Inventory. Still, consider to consistently monitor the expiration of medicines being dispensed for better control of supplies.	Site 4: BINHS Clinic Services	8.5.4
9.	Improvement in the alignment of the accomplishment report with the pre-assessment report may be considered for projects and programs. e.g. In Project Hanap Monitoring Tool - Pre-Assessment: Grade 7 – 3 target Grade 8 – 10 target Grade 9 – 149 target Grade 10 – 153 target In Accomplishment Report: Project hanap: target 100% / actual 50%	Site 4: BINHS Performance Monitoring and Evaluation – Porjects and Programs	9.1.3
10.	Internal audit was conducted at BINHS as supplement to the Internal Audit conducted by the central office. Still, consider to qualify a non-teaching personnel as one of the internal auditors to clearly establish the impartiality of the audit of the core process, particularly the audit of the Learning Delivery Management and Development.	Site 4: BINHS Internal Audit	9.2.1
11.	Management Review is conducted and presented during time of audit. For improvement in documentation, consider to retain information on the coverage of the following agenda in the Minutes of the Meeting: a. Nonconformity and corrective action status b. Extent to which Quality Objectives have been met c. Customer complaint	Site 2: SDO Biñan Management Review	9.3

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No.	PI	Area / Process	Standard:clause
	<p>General improvement in the accomplishment of the management review minutes may be considered for better documentation of discussion.</p> <p>e.g. - opportunity for improvement - Status of nonconformities and request for actions</p> <p>Furhtermore, consider to include the discussion on the review of effectiveness of actions to adress risks and opportunities in the management review minutes.</p>	Site 4: BINHS Management Review	
12.	<p>Quality assurance for Development of Learning Resources is checked in three parts: a) Content, b) Language, and c) Layout. For improvement in infomration traceability, consider to retain information on the revision commuincated during evaluation. (e.g. Ang Nawawalang Letra Ni Stephanie vs. Ang Mga Letra ni Stephanie)</p> <p>Also consider to retain evidence of evaluation of the Layout artist in the Special Clearance Form during the Curriculum Management</p>	<p>Site 2: SDO Biñan CID – Leraning Resource Management and Devt</p> <p>Site 1: RO-IVA CLMD</p>	8.6

No.	GP	Area / Process	Standard:clause
1.	The Asset Management System developed by the ICT is commendable.	Site 1: RO-IVA ICT	7.1.3
2.	<p>Provision of the following support equipment in the schools, teachers, and students is commendable:</p> <p>149 units of Computers 153 units of Laptops 33 units of air con 34 units of sound system</p>	Site 2: SDO Biñan	7.1.3
3.	The consistent execution of processes and evident maturity of implementation observed during the audit is commendable.	Site 3: BES	5.3

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No.	CM	Area / Process	Standard:clause
1.	Conduct of PIR (Program Implementation Review) of Revised Policy on Homeschooling Program will be verified next audit Regional Memo for the Masterlist Contextualized Learning Delivery System	Main Site: BLD Site 1: CLMD	8.5.1
2.	Updated Internal Audit OFI Review and Monitoring sheet with the OFI findings during 2022 IQA and its status will be verified next audit.	Main Site: Internal Audit	9.2.2
3.	The monitoring of internal feedback and the outcome of the on-going collaboration with IQA Team on issuance of RFA will be checked on the next audit.	Site 1: RO-IVA Customer Feedback	9.1.2
4.	Updated status of the Application Project Proposal (APP) will be verified next audit.	Site 2: SDO Biñan Records Management	7.5.1
5.	The library services for BES will be checked on the next audit.	Site 3: BES Library Services	8.5.4
6.	The ongoing update of the stock cards due to change in format of monitoring will be checked on the next audit.	Site 4: BINHS Asset Management	8.5.4

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Management of non-conformities

- Nonconformities were not found - the procedure can continue.
 Nonconformities were found.

Follow-up action:

NC A: Action plan with follow-up Audit or action plan and the submission of documents

Action plan and follow-up audit

A scheduled plan of actions with the serial number of the findings, root cause analysis, corrections (to eliminate the non-conformity) and corrective actions (to eliminate the cause of the non-conformity) have to be submitted to the auditors for reviewing (Deadline: Within 6 weeks after the last audit day). Based upon the action plan the on-site review and evaluation of the introduction, implementation and effectiveness of implemented guided corrections and corrective actions take place (Deadline: Within 3 months after the last audit day).

or

Action plan and the submission of documents

A scheduled plan of actions with the serial number of the findings, root cause analysis, corrections (to eliminate the non-conformity) and corrective actions (to eliminate the cause of the non-conformity) have to be submitted to the auditors for reviewing (Deadline: Within 6 weeks after the last audit day). Based upon the action plan the evaluation of the effectiveness and the implementation of corrections and corrective actions take place (Deadline: Within 3 months after the last audit day).

NC B: Action plan and if necessary the submission of documents

Action plan

A scheduled plan of actions with the serial number of the findings, root cause analysis, corrections (to eliminate the non-conformity) and corrective actions (to eliminate the cause of the non-conformity) have to be submitted to the auditors for reviewing (Deadline: Within 6 weeks after the last audit day).

Submission of documents (if necessary)

Based upon the action plan the on-site review and evaluation of the introduction, implementation and effectiveness of implemented guided corrections and corrective actions take place (Deadline: Within 3 months after the last audit day).

Note: The audit team leader directs the non-conformities as needed to the responsible auditor for processing.

Audit Report


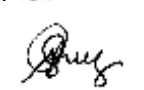
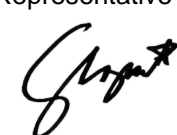
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Results				
Results	ISO 9001:2015			
Fulfilled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Open nonconformities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not fulfilled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follow up actions				
None	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Action plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Document review	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follow up audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Next audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recommendations				
Grant/Extension*/Renewing*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance*	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suspension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refusing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Withdrawal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

***) Grant / Extension / Renewing / Maintenance in the case of open nonconformities assumes that the nonconformities will be cleared as agreed.**
Explanation of the terms:
Renewing: New issue of the certificate for the re-certification.
Restoring: End of the temporary invalidity of certificate after the suspension or after delayed re-certification.

Comments for next audit
<p>In the next audit, the final evidence of effectiveness, corrections and corrective actions will be assessed for the possible nonconformities from this audit.</p> <p>The comments and potentials for improvement will be taken up again.</p> <p>For the next audit it is preliminarily agreed: April 2024</p>

Signatures	
Date: 06-07.06.2023 Name: Ivan Felix Herrera - LA Amelita Lilibeth Cruz - TE	Signature Audit team leader  Signature Technical Expert 
Date: 06-07.06.2023 Name: GLORIA JUMAMIL-MERCADO (Undersecretary – HROD) Adolfo A. Nisperos (QMS Secretariat)	Signature Representative of organisation 

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