



Republic of the Philippines
Department of Education
REGION VIII - EASTERN VISAYAS

February 5, 2024

OFFICE MEMORANDUM

PPRD-2024- **077**

**FINAL SCHEDULE AND GUIDELINES OF EXTERNAL QUALITY AUDIT
ON QUALITY MANAGEMENT SYSTEM (QMS) CERTIFIABLE
TO ISO 9001:2015 STANDARDS**

To: Director III
Functional Division Chiefs
All Others Concerned

1. In reference to DepEd (DO) No. 009, s. 2021, Institutionalization of a Quality Management System in the Department of Education, and the DepEd Advisory issued by the Bureau of Human Resource and Organizational Development on February 1, 2024, this Office informs all concerned personnel the final schedule of the Stage 1 External Audit (Remote) on February 12, 2024, and Stage 2 External Audit (Onsite) on February 19-20, 2024 at the DepEd Regional Office VIII Complex Government Center, Candahug, Palo, Leyte.
2. All Functional Division and QMS Teams offices shall ensure compliance in the harmonization of documentary requirements to avoid nonconformity. Specific details on the instructions, Zoom link for Stage 1 audit, audit plan, and name of auditor are attached in this Memorandum.
3. Immediate dissemination of and compliance with this Memorandum are desired.

EVELYN R. FETALVERO CESO IV
Regional Director *rl*

PPRD-RCB



TUV Nord Final Audit Schedule for DepEd Regional Offices

REGIONS	ADDRESS	# of Employees	STAGE 1 (REMOTE)	STAGE 2 (ONSITE)
DepEd Regional Office No. IV-B (MIMAROPA)	Meralco Ave. corner St. Paul Road Pasig City	113	February 5	February 29 - March 1
DepEd Regional Office Cordillera Administrative Region (CAR)	Wangal, La Trinidad, Benguet	160	February 5	February 26-27
DepEd Regional Office CARAGA Region	J.P. Rosales, Avenue, Butuan City	160	February 5	February 22-23
DepEd Regional Office National Capital Region (NCR)	Misamis St., Bago Bantay, Quezon City	160	February 6	February 29 - March 1
DepEd Regional Office No. I (Ilocos)	Flores St., Catbangen, San Fernando City, La Union	155	February 6	February 22-23
DepEd Regional Office No. IX (Zamboanga Peninsula)	Pres. Corazon C. Aquino, Regional Government Center, Pagadian City, Zamboanga del Sur	150	February 6	February 26-27
DepEd Regional Office No. II (Cagayan Valley)	National Highway, Regional Government Center, Carig Sur, Tuguegarao City, Cagayan	159	February 7	February 29 - March 1
DepEd Regional Office No. III (Central Luzon)	Matalino St., D.M. Government Center, Maimpis, City of San Fernando, Pampanga	148	February 7	February 19-20
DepEd Regional Office No. V (Bicol)	Regional Center Site, Rawis, Legazpi City	150	February 8	February 26-27

DepEd Regional Office No. VI (Western Visayas)	Duran St., Iloilo City	150	February 8	February 19-20
DepEd Regional Office No. XI (Davao Region)	F. Torres St., Davao City	160	February 8	February 26-27
DepEd Regional Office No. VII (Central Visayas)	Doña M. Gaisano St., Sudlon, Lahug, Cebu City	180	February 12	February 21-23
DepEd Regional Office No. VIII (Eastern Visayas)	Government Center, Candahug, Palo, Leyte	150	February 12	February 19-20
DepEd Regional Office No. X (Northern Mindanao)	Zone 1, Upper Balulang, Cagayan de Oro City	160	February 12	February 20-21
DepEd Regional Office No. XII (SOCCSKSARGEN)	Carpenter Hills, Koronadal City, Southern Cotabato	160	February 12	February 22-23

Guidelines for the ISO 9001:2015 Certification of the Regional Offices

A. Stage 1 Audit Proper

1. Ensure that the Zoom application is installed in the device you are using (ex. Laptop, tablet, cellphone)
2. Ensure that your Zoom account is signed/logged in (preferably using your DepEd account) before you join the meeting, otherwise, you will not be able to enter the meeting. If you do not have a Zoom account, you can just log in using your DepEd email account via Google.
3. To log/connect to the the Zoom link, type the following:

Meeting ID: 921 6442 0159

Passcode: ro-stage1

This will be the link for all the Stage 1 Audit of the Regional Offices.

4. Upon entering the Zoom platform, kindly follow the format (Region_ Name, example: Region 1_Juan Dela Cruz). This will be our guide to bring you to your respective breakout rooms once you enter the main room. Please ensure as well that your audio is on mute.
5. Each regional office will be assigned a breakout room. This will be announced on the day of the audit to ensure that attendees will be in their proper breakout rooms.
6. Auditees will be admitted to the Zoom platform one hour ahead of the time for the opening meeting. Thus, we will be admitting personnel at 8:00am since the start of the Opening Meeting is 9:00am.
7. For regional offices which have limited internet connection, kindly limit the personnel who will be entering the Zoom platform since the platform uses a big bandwidth. The ideal set up is to have one account which will have all auditees in one place and two back up accounts which will help in sharing of files virtually.
8. Kindly send us the list of personnel who will be joining the audit and will be entering the Zoom platform so that we already have a list of names which will serve as a guide for admitting in the Zoom platform. Please ensure that the names of personnel are there as it might be a challenge for us to get the names on the day itself as there will be three simultaneous audits that will happen per day during the audit week.
9. In case of intermittent internet connectivity or lost connection, just log again to the Zoom platform. Personnel from the NQMS Secretariat will be in the main room to bring you back to your assigned breakout room.
10. It is advised that the regional offices familiarize themselves with the Zoom platform to avoid problems of connecting, screen sharing, audio and video problems during the audit proper.

11. The regional office will be the ones which will be audited for Stage 1. We would like to request the regional office to refrain from deferring/referring/pointing to the NQMS Secretariat in case concerns or problems arise from the questions posed by the external auditors. The NQMS Secretariat will just be there to help with the virtual platform and in the documentation of the proceeding.
12. We would like to request for patience from everyone when being admitted to the Zoom platform. We assure everyone that we will do the best we can to accommodate everyone and to ensure your smooth transfer to your breakout rooms.

B. QMS Documentary Requirements

1. All needed documents coming from the NQMS Secretariat will be uploaded to the link given to each regional office when they were requested to upload their operations manual and planning documents. The following folders can be seen in the link:
 - a. Audit Summary Report
 - b. Audit Report per Functional Division
 - c. Audit Itinerary
 - d. Audit Checklist
 - e. Request for Action Forms
 - f. Audit Evaluation
 - g. Audit Program
 - h. TUV Nord Stage 1 Audit Plan
 - i. Memoranda and Issuances
 - j. Audit Training Certificates
2. The link for the documents for each regional office can be seen in **Annex A**.
3. For the Audit Reports per Functional Division, there is a need to have the document received and signed by the head of office. An e-signature on the file can be done so as not to print the document.
4. For the Audit Evaluation folder, the NQMS Secretariat will upload only the evaluation of the Audit Team Lead. The Audit Team Lead is expected to upload the audit evaluation of his/her team members. Only regional offices which submitted their team's audit evaluation were uploaded in their respective folders.
5. For the Audit Checklist folder, we will upload the generic/standard checklist that we did in the Inter-Region Workshop. The external auditors might look into the one that the internal auditors used with your notes and comments as these are supposed to be the bases for

your audit reports. So please be ready with these and if possible, upload them also in the folder.

6. If there are changes in the operations manual and planning documents of the regional office, you may upload the updated ones in the same link and remove the existing documents there. Just ensure that only authorized/assigned personnel are the only ones allowed to do so. The names in the list in Annex A are the only ones given the chance to edit and upload documents in the link.
7. Kindly send us a list of names of those who would want to see or access the documents in the link. We would request the QMR or QMS Secretariat to provide us with the list of names who would be provided access. We will only refer to the names given by the QMR/QMS Secretariat for access. The regional office DepEd email address will be given access to the link.

ANNEX A: LIST OF REPRESENTATIVES

RO Stage 1 Audit: Document Review

Region	KMT Leads	Email Address	Google drive link for each Region
RO 1	Maria Teresa Bautista	mariateresa.bautista004@deped.gov.ph	https://drive.google.com/drive/folders/16OK8ATGfMPxjSPGWv_PdiZoJBilmtKS1?usp=drive_link
RO 2	Zenaida Alejo	zenaida.alejo@deped.gov.ph	https://drive.google.com/drive/folders/1RdszOFrFUqSTRMXU2rw4Y9bgD0yAIVF?usp=drive_link
RO 3	Eva Imingan	eva.immingan@deped.gov.ph	https://drive.google.com/drive/folders/1yLPDBiaIjJmV5vlge7oHzR3DUz9F8FEEd?usp=drive_link
RO 4-B	Teodorico Salido	teodorico.salido001@deped.gov.ph	https://drive.google.com/drive/folders/1zngUzKVJidz8G2-Csn8d4ZLkCujlHPhV?usp=drive_link
RO 5	Teresa Buasan	teresa.buasan@deped.gov.ph	https://drive.google.com/drive/folders/1kaVFJ-f1urKOqCla84V3w_0w18TAc0Lm?usp=drive_link
RO 6	Donald Genine	donald.genine@deped.gov.ph	https://drive.google.com/drive/folders/1ehlq6nafbYmAUnlDf_nmehTIQDA8uZuf?usp=drive_link
RO 7	Merden Bryant	merden.bryant@deped.gov.ph	https://drive.google.com/drive/folders/1ivZc65qqvEYH4Qlr6YqtGdKlaZmXSuaA?usp=drive_link
RO 8	Mercedes Sarmiento	ftad.region8@deped.gov.ph	https://drive.google.com/drive/folders/1T3TuLpL5tZ961EzoZQX3eALV8FCQGfKp?usp=drive_link
RO 9	Ailyn Calma	ailyn.calma@deped.gov.ph	https://drive.google.com/drive/folders/14xtWMgrKiMaP7B_8Hvk9JiRIghPnHcJW?usp=drive_link

RO 10	Vevilyn Cabunoc	mariaveilyn.cabunoc@deped.gov.ph	https://drive.google.com/drive/folders/1agZVZxctd1MO665rGUP6fUAzP_UBTrc?usp=drive_link
RO 11	Aris Juanillo	aris.juanillo001@deped.gov.ph	https://drive.google.com/drive/folders/1MP_R_hgyJrC47L1IKZ8a9zYYk7aKSTJhUO?usp=drive_link
RO 12	Emily Enolpe	emily.enolpe@deped.gov.ph	https://drive.google.com/drive/folders/1Elnlv5OyL-gI7sktr0f8XUxLpmH9nuJ?usp=drive_link
CARAGA	Jonathan Garzon	jonathan.garzon001@deped.gov.ph	https://drive.google.com/drive/folders/13mr0_luq9ar6ZoMQ_zc3RNR5MH2HN47L?usp=drive_link
CAR	Edgar Madlaing	edgar.madlaing@deped.gov.ph	https://drive.google.com/drive/folders/1C0NQtsCyLP_mEt_5uyk_0_qtKeetJgMx?usp=drive_link
NCR	Precious Madio	precious.madio@deped.gov.ph	https://drive.google.com/drive/folders/1rcv62bPbIWCPkPleWW72aq5MSKN0jirE?usp=drive_link

Application of methods and tools in remote auditing			
Conducted as a remote audit	<input type="checkbox"/> No	<input type="checkbox"/> Partly	<input checked="" type="checkbox"/> Total
If "Partly": The remote parts shall be made clearly identifiable in the plan table.			
Technologies used for the remote audit	<input type="checkbox"/> MS Teams	<input type="checkbox"/> Cisco WebEx	<input type="checkbox"/> Zoom
	<input type="checkbox"/> Other on request of client: In this case, client takes over the responsibility for any required activity in information security.		

Editor	
Date:	31.01.2024
Person in charge:	Joanne Paula Turija

Explanations:
<p>The Stage 1 audit is conducted in order to</p> <ul style="list-style-type: none"> ▪ audit the management system documentation of the organization, ▪ assess the premises (site) and premises-specific conditions of the organization and to hold discussions with the personnel, in order to determine the preparedness for the Stage 2 audit, ▪ review the client's status and understanding regarding requirements of the standard, in particular with respect to the identification of key performance or significant aspects, processes, objectives and operation of the management system, ▪ to collect necessary information regarding the scope of the management system, processes and location(s) of the client, and related statutory and regulatory aspects and compliance (e.g. quality, environmental, legal aspects of the client's operation, associated risks, etc.), ▪ to review the allocation of resources for stage 2 audit and agree with the client on the details of the stage 2 audit, ▪ to provide a focus for planning the stage 2 audit by gaining a sufficient understanding of the client's management system and site operations in the context of possible significant aspects, ▪ to evaluate if the internal audits and management review are being planned and performed, and that the level of implementation of the management system substantiates that the client is ready for the stage 2 audit. <p>Stage 1 audit findings shall be documented and communicated to the client, including identification of any areas of concern that could be classified as nonconformity during the stage 2 audit.</p> <p>In determining the interval between Stage 1 and Stage 2 audits, consideration shall be given to the needs of the client to resolve areas of concern identified during the Stage 1 audit.</p> <p>As a result it may be necessary for the certification body to revise its arrangements for Stage 2, e.g. arrangements regarding time needed for the audit, audit team, number of locations etc.</p> <p>Any objections to the planned form of the audit should be discussed and solved between the company and the audit team leader before the audit. Any objections to members of the audit team must be communicated to the certification body.</p> <p>All members of the audit team have declared to the certification body in writing that they will keep confidential all information which becomes known to them during the course of the audit and that no inappropriate conflict of interest exists (see Annex).</p>

Enclosure (for certification body only):

- List of participants (opening/ closing meeting)
- Declaration of impartiality/confidentiality