



Republic of the Philippines
DEPARTMENT OF MIGRANT WORKERS AFFAIRS
OVERSEAS WORKERS WELFARE ADMINISTRATION
 OWWA Center, 7th Street corner F.B. Harrison Street, Pasay City

QUALITY MANAGEMENT SYSTEM (QMS) QUARTERLY REPORT

REPORT FOR: 1st Qtr. 2nd Qtr. 3rd Qtr. 4th Qtr.

Improvement/Initiatives in CY 2024			
QMS ACTIVITY	Action to be Taken	Timeline	Status (Implemented; Not Implemented; On-Going/ Reasons
QMS Certification and Maintenance	Discussion of Audit Findings of Certification International Philippines Inc.(CIP) <ul style="list-style-type: none"> Certifying Body Stage 1 Audit findings of PNC and OFI Certifying Body Stage 2 Audit findings of NC for ISO Clauses Internal Quality Audits 	January to December 2024	Implemented - Acted on the PNCs finding on January 2024 in preparation for the Stage 2 Audit Implemented – Stage 2 Audit Findings reviewed and Action Request Response (ARR) for 8 Non-Conformity prepared and submitted to Certifying Body on March 22, 2024
	Updating of QMS Manuals (Quality, Procedure, References and ISO documentary requirements)	January to December 2024	On-going - Updated and revised the following manuals based on the Stage 1 and/or 2 Audit Observations of CIP: Mandatory (3), Core Processes (4) and Support Processes (12)
	Conduct of Corrective Action/Improvement for NCs and OFI	January to December 2024	Implemented - Action Request Response on the identified Non-Conformity which was submitted on 22 March 2024 to CIP in compliance to the on-line Stage 2 Audit conducted on 20-22 February 2024.
	Management Review Team (MRT)/QMET meeting	Quarterly meetings in 2024	Implemented - 9 meetings called by the MRT and QMET from January to March 2024

Prepared by:  MA. CYNTHIA DM ERUM Document Controller	Reviewed by:  HERMINIGILDO D. MENDOZA Team Leader, QMET	Recommending Approval:  EMMA V. SINCLAIR Quality Management Representative	Approved by:  ARNALDO A. IGNACIO Administrator
DATE: 04 April 2024	DATE: APR 05 2024	DATE: APR 08 2024	DATE: APR 11 2024