



**FOR THE DEPUTY ADMINISTRATOR FOR ADMINISTRATION AND FUND MANAGEMENT  
AND THE QUALITY MANAGEMENT REPRESENTATIVE**

OK!

SUBJECT : 2020 Performance of the Agency's Quality Management System (QMS)

DATE : 11 January 2021

Respectfully submitting for your review, the agency's 2020 performance of the ISO 9001:2015 on Quality Management System (QMS) which is included in the Office Performance Commitment and Review (OPCR) of the Administrator being monitored by the Government Quality Management Committee (GQMC).

Per compliance to the GQMC Advisory No. 2020-1 dated 09 December 2020, the Certificate of Registration was posted at the OWWA's transparency seal. However, the validity of our certification expired on 27 April 2020. The procedures to implement the surveillance assessment audit were not possible due to the imposition of the Emergency Community Quarantine (ECQ) lockdown on account of world-wide COVID-19 health pandemic. This is supported by the document forwarded by Certification International Philippines, Inc. dated 30 March 2020 for temporary stoppage of their audit services wherein OWWA was due for an Assessment Audit in April 2020, based on the results of the observations of the 5<sup>th</sup> Stage Surveillance Audit in 19 December 2019.

Notwithstanding, submitting for your approval the 2020 QMS Performance Report citing the documentary evidences and reasons narrating the obstacles and the slowdown toward achieving our goals and targets for the QMS.

Moreover, informing you for your disposition of the alleged realignment, subject for further validation with the Financial Management Service, of the approved 2020 budget earlier allotted for ISO Certification vis-à-vis the implementation of COVID-19 related expenses.

Hoping for your favorable action.

**MA. CYNTHIA DM. ERUM**

OWWO V, Chief-Records Management Division  
and QMS Secretariat and Document Controller

## 2020 QMS PERFORMANCE REPORT

Report:	QMS Quarterly Status Reports	
Office	Overseas Workers Welfare Administration (OWWA)	
Particulars	Activity/Action Taken	Support Documents/Explanation
1 <sup>st</sup> Quarter	QMS meetings for the QMS Internal Auditors conducted and postponed.	S.O. 037-20 (Personnel to be included in the pool of IQ Audit Team- issued on 27 January 2020)  3 meetings conducted with the ROSEHALL Management Consultants -20 January 2020 Consultation to interpret Stage 5 audit findings of CIP -30 January 2020 Meeting with 31 Process Owners to review the NCAR Form -07 February 2020 Improvement of NCAR Form, Review of IQA Procedure and the NCAR Request Procedure, and discussion of the TOR for IQA Training and QMS Activity
	Continued Certification of ISO 9001:2015 until 27 April 2020.	10 February 2020 letter of Renato V. Navarrete, Chairman and President of Certification International re: specifying the end of the 3-year certification contract and reminder to renew the contract with CIP.
	Meeting called by the QMR to all members of the QMS Management Team (sent to the official email addresses of participants from <a href="mailto:gms_sect@owwa.gov.ph">gms_sect@owwa.gov.ph</a> )	Memo of Meeting from the QMR sent on 16 March 2020 with agenda on: updates of corrective actions for Minor Non-Conformities observed during the 5 <sup>th</sup> Surveillance Audit; the expiration of ISO Certification; and QMS 2020 Approved Plan to Action and 2021 Plan of Activities and Budget. -did not materialize since it was overtaken by MEMO 035-20 on work suspension.
	Received Message from Certification International Philippines, Inc. (CIP) Renato V. Navarrete.	30 March 2020 notice on the <b>temporary stoppage of CIP auditing schedules</b> until public health protection controls are rescinded.
2 <sup>nd</sup> to 3rd Quarters	Mandatory Retirement of the QMR, Deputy Administrator Josefino I. Torres on 24 April 2020 and the prioritization of the agency to respond to the national and world-wide crises wherein the OWWA personnel and process owners were reassigned to other operation/service units or under the Work-From-Home (WFH) working arrangements during the ECQ and GCQ resulted to the setting aside of QMS related-activities for training and auditing. Documentary evidences are:	
<ul style="list-style-type: none"><li>• S.O. 004-20 (Re-activation of “Task Force Gitnang Silangan”-issued on 09 January 2020)</li><li>• S.O. 029-20 (Teams assigned to assist RAD in the mandatory repatriation of Distressed OFWs from Iraq-issued on 21 January 2020)</li><li>• Memo 035-20 (Work Suspension per DOLE Memo dated 16 March 2020 on the ECQ over the entire Luzon-issued on March 18, 2020)</li></ul>		<ul style="list-style-type: none"><li>• Memo 050-20 (Work Arrangement during the extension of ECQ-issued on 16 April 2020)</li><li>• Memo 075-20 (Work arrangement during the GCQ-issued on 11 June 2020)</li><li>• Other official issuances from OWWA, Department of Labor and Employment and IATF for COVID-19 on the</li></ul>

<ul style="list-style-type: none"> <li>• Memo 042-20 (Suspension of work dated 6 to 8 April 2020-issued on 02 April 2020)</li> </ul>		implementation of priority programs for repatriated OFWs and their families
4th Quarter	Briefing the new QMR on QMS OWWA	<ul style="list-style-type: none"> <li>• S.O. 341-20 (Deputy Administrator Rodrigo A. Rodrigo F. Pascua, Jr. is designated as the Quality Management Representative (QMR) effective 19 November 2020)</li> </ul>

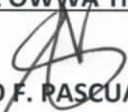
Prepared By:



**MA. CYNTHIA DM. ERUM**

OWWO V, Chief-Records Management Division  
and QMS Secretariat and Document Controller

**APPROVED for Posting at OWWA Transparency Seal**



**RODRIGO F. PASCUA JR.**

Deputy Administrator  
Administration and Fund Management  
and Quality Management Representative



## Message to clients

Carla Navarrete <carla.navarrete@certintph.com>

Mon 3/30/2020 8:29 PM

To: Info <info@certintph.com>



To our dear clients,

This period of the covid19 pandemic has posed an unusual and unprecedented difficulty for all of us, starting quite suddenly these past two weeks. When this crisis will end, lifting the quarantine and lockdowns we are all observing, is uncertain. Nobody knows.

During this period, CIP's ability to attend to your requirements has unfortunately been severely constrained. We deeply sympathize with you also, as your own operations have faced challenges and limitations now common among countless organizations, not only in the Philippines but worldwide.

While on temporary stoppage, CIP is using its time by planning for months ahead by organizing audit schedules and auditor resources that are ready to be implemented when normal times are back. Where feasible, virtual audits will be conducted, but with prior arrangements with our clients. The mechanics of CIP's audit arrangements are being coordinated with our accreditation authority, PAB, and in full conformity with guidelines specified by the International Accreditation Forum.

Please rest assured that once all public health protection controls are rescinded by the government, when it sees a convincing defeat of the covid19 pandemic, CIP will be back in its saddle to promptly render our services to our valued clients.

We continue to pray for everyone's health and safety. May God protect us all, our people and our country.

Very truly yours,

A handwritten signature in black ink, appearing to read "Renato", is positioned above the printed name of the signatory.

**RENATO V. NAVARRETE**  
Chairman and President

# QMS ORGANIZATIONAL OUTCOME FOR THE AGENCY'S OPCR

Organizational Outcome/PAP	Success Indicators (Target + Measure)	Allotted Budget	Division/ Individual Accountable	Actual Accomplishments	Rating			
					Q1	Q2	T3	A4
Implementation of Quality Management System (aligned with International Organization for Standardization (ISO) standards or continuing ISO certification of Process/es and system/s	Sustained and enhanced the ISO 9001:2015 QMS and submitted report on continual improvement activities and initiatives to FMS on or before the 15 <sup>th</sup> day of the month following the reference quarter	MOOE -1,740,000.00 1. QMS Secretariat Meetings 80,000.00 2. Audit Expenses 660,000.00 3. Training and Orientation 1,000,000	OWWA QMS Team/MRT	Submitted 1 <sup>st</sup> Quarter Report on the set deadline.  On March 15, 2020 all activities e.g., training, orientation, audit reviews were halted due to the restrictions imposed by health protocols resulting to the nation-wide ECQ lockdown.  Moreover, the Assessment Audit scheduled for March 2020 to comply with observations of the 5th Surveillance Audit in 19 December 2019 was no longer possible. The Certification International Philippines-CIP further issued in 30 March 2020 a letter to its clients for the stoppage of their audit services on account of COVID-19.  Renewal or continuation of the agency's ISO Certification is duly affected.				

Submitted by



MA. CYNTHIA DM. ERUM

OWWO V and QMS Secretariat

NOTED and APPROVED by:



RODRIGO F. PASCUA, JR.

Deputy Administrator for Administration and Fund Management  
and Quality Management Representative

## OWWA's 2020 QMS Performance

RMD <rm@owwa.gov.ph>

Tue 1/19/2021 12:17 PM

To: micd\_fmsdole@yahoo.com <micd\_fmsdole@yahoo.com>

1 attachments (923 KB)

2020 QMS Performance report.pdf;

Forwarding for your consideration the agency performance of its QMS as posted at the OWWAs Transparency page.

For consideration.

Best regards,  
MCDMERum



The Overseas Workers Welfare Administration (OWWA) is ISO 9001:2015 Certified.

Recipients of this official document disseminated by the Records Management Division are enjoined to acknowledge immediately.

Thank you.

For:

MA. CYNTHIA DM. ERUM  
Chief, RMD

By:

JOEL M. ROMA