



Republic of the Philippines
 DEPARTMENT OF MIGRANT WORKERS AFFAIRS
OVERSEAS WORKERS WELFARE ADMINISTRATION
 OWWA Center, 7th St. 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 2 Audit findings of PNC and OFI • Internal Quality Audit 	January to December 2024	Implemented <ul style="list-style-type: none"> • Submitted on 03 and 06 June 2024 the updated outputs of Process Owners for the Core, Support and Mandatory Processes on the findings of the Stage 2 Audit which was conducted by CIP on 20 to 22 February 2024.
	Updating of QMS Manuals (Quality, Procedure, References and ISO documentary requirements)	January to December 2024	On-going <ul style="list-style-type: none"> • Updating and Revision of Manuals, Work Instructions, Forms and Monitoring Reports based on audit findings and feedbacks from external and internal clients.
	Conduct of Corrective Action/Improvement for NCs and OFIs	January to December 2024	On-going <ul style="list-style-type: none"> • Action Request Response on the identified Non-Conformity of the IQA.
	Management Review Team (MRT)/QMET meeting	Quarterly meetings in 2024	Implemented <ul style="list-style-type: none"> • MRT conducted a review of results of the Stage 2 Audit and Internal Quality Auditors Findings.

	Recertification and Continual Maintenance of the Standards up to 2027	June 2024, 2025, 2026 and 2027	Completed <ul style="list-style-type: none"> 30 July 2024 – OWWA ISO 9001:2015 Certification Awarding Ceremony
	Trainings facilitated	October to December 2024	On-going <ul style="list-style-type: none"> On-going procurement for the conduct of training-workshop on the Continual Education on the Awareness of Quality Management System ISO 9001:2015 and Risk-Based Management on 08 November 2024. On-going procurement for the conduct of training-workshop on the Professionalism of OWWA Records Officers, Document Controllers and Freedom of Information Officers on the requirements of ISO 9001:2015 on 03-05 December 2024.

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DATE: JAN 09 2025	DATE:	DATE:	DATE: JAN 16 2025