



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



QUALITY MANAGEMENT SYSTEM (QMS) QUARTERLY REPORT

REPORT FOR:      1<sup>ST</sup> Qtr.      2<sup>nd</sup> Qtr.      3<sup>rd</sup> Qtr.      4<sup>th</sup> Qtr.

Improvement / Initiatives in CY 2024			
QMS ACTIVITY	Action to be Taken	Timeline	Status (Implemented; Not Implemented; On-Going / Reasons)
<b>QMS Certification and Maintenance</b>	Updating of QMS Manuals (Quality, Procedure, References and ISO documentary requirements)	January to December 2024	<u>On-going</u> <ul style="list-style-type: none"> <li>Updating and Revision of Manuals, Work Instructions, Forms and Monitoring Reports based on audit findings and feedbacks based on the workshop results on 03-05 December 2024. Complying with revisions of manuals as per standard.</li> </ul>
	Conduct of Corrective Action/Improvement for NCs and OFIs		
	Management Review Team (MRT)/QMET meeting	Quarterly meetings in 2024	<u>Implemented</u> <ul style="list-style-type: none"> <li>MRT through the QMET conducted a review on the status of manuals on 03 and 20 December 2024</li> </ul>
	Recertification and Continual Maintenance of the Standards up to 2027	June 2024, 2025, 2026 and 2027	<u>Completed</u> <ul style="list-style-type: none"> <li>12 June 2024 – OWWA received the ISO 9001:2015 Certification for three (3) years</li> </ul>
	Trainings facilitated	October to December 2024	<u>Completed</u> <ul style="list-style-type: none"> <li>08 November 2024 (85 participants) on the Continual Education on the Awareness of Quality Management System ISO 9001:2015 and Risk-Based Management.</li> </ul>

			<ul style="list-style-type: none"> <li>03-05 December 2024 (65 participants) on the Professionalism of OWWA Records Officers, Document Controllers and Freedom of Information Officers on the requirements of ISO 9001:2015.</li> </ul>
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DATE: <b>JAN 09 2025</b>	DATE:	DATE:	DATE: <b>JAN 16 2025</b>