



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 Audits 	January to December 2024	Implemented <ul style="list-style-type: none"> • Submitted on 3 and 6 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 OFI	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 on 23 May a review of results of the Stage 2 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"> • 12 June 2024 – OWWA received the ISO 9001:2015 Certification for three (3) years

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DATE: 05 July 2024	DATE: 05 July 2024	DATE: JUL 09 2024	DATE: JUL 09 2024