



Republic of the Philippines
Department of Environment and Natural Resources
Provincial Environment and Natural Resources Office
MIMAROPA Region

Bgy. Sta. Monica, Puerto Princesa City, Palawan

E-mail: penropalawan@denr.gov.ph

Telfax No. (048) 434-8791 / (048) 433-5638

November 3, 2023

MEMORANDUM

FOR : The Quality Management System Secretariat
Visayas Avenue, Diliman,
Quezon City, Manila

The Regional Executive Director
DENR MIMAROPA Region
1515 L&S Bldg., Roxas Blvd.,
Barangay 668, Ermita, Manila

FROM : The Provincial Environment and
Natural Resources Officer

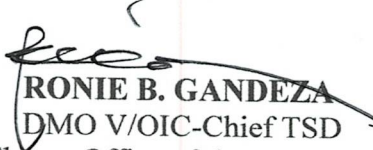
SUBJECT : **HIGHLIGHTS AND MINUTES OF THE MEETING REPORT ON
QUALITY MANAGEMENT SYSTEM MONITORING AND
TECHNICAL GUIDANCE LEARNING ACTIVITY FOR FIELD
QMS TEAMS IN PREPARATION FOR THE ANNUAL INTERNAL
QUALITY AUDIT AND SURVEILLANCE AUDIT**

Respectfully forwarded is the memorandum report from the designated IEC Unit Head, Irene A. Mixdon, dated November 3, 2023 and memorandum report from CENRO Brooke's Point dated October 17, 2023 relative to the conducted Quality Management System Monitoring and Technical Guidance Learning Activity for Field QMS Teams in preparation for the Annual Internal Quality Audit and Surveillance Audit on October 16-17, 2023, held at the DENR-CENRO Brooke's Point and PENRO Training Hall respectively.

Please find the attached report for a detailed overview of the activity and its outcomes.

For information and record.

"For the PENRO"


RONIE B. GANDEZA
DMO V/OIC-Chief TSD
In-Charge Office of the PENRO



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November 3, 2023

MEMORANDUM

FOR : The Provincial Environment and
Natural Resources Officer

THRU : The OIC-Chief, Management Services Division
Planning Officer III/Chief, Planning Section

FROM : Information, Education and Communication, Unit Head/Alternate
Pollution Control Officer/8888 Focal Person/QMS, Member

SUBJECT : **HIGHLIGHTS OF QUALITY MANAGEMENT SYSTEM
MONITORING AND TECHNICAL GUIDANCE LEARNING
ACTIVITY FOR FIELD QMS TEAMS IN PREPARATION FOR
THE ANNUAL INTERNAL QUALITY AUDIT AND
SURVEILLANCE AUDIT**

**DENR PENRO
PALAWAN RECORD
RECEIVED**

BY: _____
DATE: _____ DN 28-10-23

This has reference to the conducted Quality Management System Monitoring and Technical Guidance Learning Activity for Field QMS Teams in preparation for the Annual Internal Quality Audit and Surveillance Audit on October 17, 2023, held at the DENR-PENRO Training Hall.

The following are the highlights of the said learning activity:

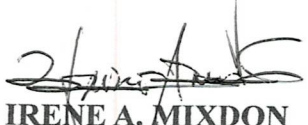
- Ma'am Susan Villar emphasized that all trained auditors were required to meet up to share their learnings and standardize the audit to be conducted. The preparation of internal quality audit and forms should begin, with a focus on scope, audit, evidence, performance, and whether conformity or non-conformity should be included. As per QMS Clauses 6.1, all findings should be included, and when there is one office that is nonconformity, all offices will be categorized as nonconformity.
- She further underscored that during the interview and conduct of the audit, all specific nonconformities should be indicated, and the audit output should be uniform in P/CENR Offices.
- ARD Donna Mayor-Gordove clarified and confirmed with Ma'am Susan Villar that the Regional Office is responsible for summarizing the AFR of the P/CENR Offices, not the PENRO.
- The Quality Manual includes management processes, which involve decisions, core involves clients with direct interaction with client output and product, and support involves anything that provides support. If there are specific processes, only Clauses 4-10 should be audited and the only applicable clauses in the process should be indicated.
- Ma'am Vivian Soriano clarified that the audit plan should be the first to be used, and the right forms are needed to be used by auditors since they just follow the Regional Office as the basis of audit plans. Sir Jimmy Villareal asked if the auditors must be someone who mastered all the processes, and Ma'am Susan Villar answered that the only requirement is familiarity with the processes.
- Sir Jimmy Villareal Villareal also asked about the ROAAP submission of CENRO land applications to PENRO, and what if a certain CENR Office did not meet the 110-day process in CENROs for processing of residential free patents and 10 days per PENRO. Only the process involved per office should be auditable in their respective offices.

- Management functions such as reprimand were discussed, with the audit scope being the audit of RPS. The auditor would ask questions about the main function of RPS, the process flow included in the Citizen's Charter, and the number of signatories. Traceability was also discussed, with the auditor checking the Citizens Charter, logbook, and EDATS as per sample Carpeta or other systems used by the corresponding office as cited by RPS.
- All questions by the auditors that will be answered by the process owners will be verified by the auditor. If the audit crosses the process, the auditor will conduct a systems audit.
- Requirements for surveying were also asked, and Ma'am Susan Villar stated that Clause #7 is Resources (Calibration of Equipment) and 2nd is Competency. If there are clauses required, just be familiarized with the process. The receiving and releasing process was also discussed, and proof of receipt would be seen based on logbook and EDATS. If the required transmittal day exceeds the prescribed number of days, the auditor will ask for the reason or justification for that.
- Sir Jimmy Villareal explained that according to law, the only required signatory is PENRO, and the signing cannot be delegated to the next in rank or other officials. Ma'am Susan Villar asked about the controls taken by the office to prevent instances of nonconformity, and Sir Jimmy Villareal concluded that the current process does not have control over these instances.
- Sir Jimmy Villareal and Ma'am Susan Villar discussed the ROAAP submission of CENRO land applications to PENRO. They discussed the possibility of nonconformity if a CENRO Office did not meet the 110-day process in CENROs for processing residential free patents and 10 days per PENRO. The auditor would only audit the process involved per office in the corresponding offices.
- The audit scope includes the audit of RPS, which is responsible for requesting a free patent, examining product audits, and transmitting the output to the register of Deeds. The auditor will check the Citizens Charter, logbook, and EDATS as per sample Carpeta or other systems used by the corresponding office as cited by RPS. Signatories will be asked about traceability, and process owners should be aware of the nature of their documents.
- ARD Donna Mayor-Gordove answered that if beyond 110 days or if they did not receive the Carpeta within the prescribed period, the measure or control that they would apply should be included in the ROAAP. All questions by the auditors will be verified by the auditor, and if the audit crosses the process, the auditor will conduct a systems audit.
- Requirements for surveying are also discussed, with Ma'am Susan Villar stating that Clause #7 is Resources, Calibration of Equipment, and 2nd is Competency. If there are clauses required, auditors should be familiarized with the process. The receiving and releasing process is also discussed, and proof of receipt will be seen based on log-book and EDATS. If the required transmittal day exceeds the prescribed number of days, the auditor will ask for the reason or justification for that.
- Sir Jimmy Villareal stated that according to law, the only required signatory is PENRO, and the signing cannot be delegated to the next in rank or other officials. Sometimes, the required other signatories cannot sign the needed documents because they are on official travel orders. Ma'am Susan Villar asked what controls were done by the office to prevent these instances, and Sir Jimmy Villareal said that in the current process, they do not have control over the said instances.
- Sir Jimmy Villareal underscored that auditors should be well-versed in certain processes, such as RPS, to avoid being misled by the auditee. Ma'am Susan Villar suggested that auditors should expect risks and minimize the number of days based on ROAAP as per QMS Clauses 6.1, 6.2, and possibly 6.3 planning for risk and opportunities 6.2 Quality Objectives, and planning of change.
- Ma'am Susan Villar advised that auditors should acknowledge risks in their respective ROAAP and set controls, including informing the office of any exceptional situations. Nonconformity cannot be outright Nonconformity, but it can be observed as long as effective risk management is in place.
- Sir Jimmy Villareal also clarified that PENRO will only be audited or if CENROs are also included. She advised that the defense is the ROAAP and think of the controls that can be done. Some controls can be immediately controlled, while others cannot be workable immediately.
- Sir Jimmy Villareal asked about the potential consequences of constant delays and personnel incompatibility with processes. ARD Donna Mayor-Gordove advised that these problems should be addressed at the Management Conference, conducting a Root Cause Analysis to identify the root cause of the problem. If the problem is recurring, it might not

be tackled or corrective actions are wrong. This could be due to the bulk of targets or erroneous planning.

- In the audit of Free Patent Applications, the auditor will check the database if it exists and works, and explore the database for a certain document in the EDATS. If the system is performing well, it will be cited as good practice. If there are non-conforming outputs, the auditor will update the Risks and Opportunities and negotiate with the client.
- PENRO Cayatoc stated that if there are recurring issues, they should be addressed and risks should be foreseen. They should be included in the controls in ROAAP and should not appear again in the next audit. For example, in meetings and policy reviews, the CENROs should be sensitive enough in the observance of the process.
- Engr. Luengo suggested that based on the conducted mock audit, there should be no need to include Clause, Observation, or Non-conformity in the criteria, but only non-conformity should be included. If everything is Conformity, there's no need to emphasize it in the Audit Findings Report (AFR).
- Sir Jimmy Villareal asked if internal auditors and external auditors have different findings, and who would raise questions to external auditors. Ma'am Susan Villar emphasized that external auditors are more expert in relating to clauses, while internal auditors can relate more to the process and the auditee/process owner will be asked regarding their respective duties and responsibilities in the area of concerned/jurisdiction.
- Ma'am Susan Villar emphasized the importance of auditors reading the standard clauses and familiarizing themselves with their processes to ensure risks are addressed.

Generally, the meeting discussed various topics including risk assessment, improving competence, QMS certification, and monitoring and evaluation. There was also a focus on determining requirements for products and services, communication with customers, and post-delivery monitoring. Additionally, the organization must ensure that externally provided processes, products, and services conform to specified requirements. They also discussed the presumption and erroneous data risk, risk assessment and lessons learned, improving competence and its connection to work, discussed the importance of competence requirements, awareness of quality policy, and managing documented information in QMS certification, discussed determining requirements for products and services, communication with customers, and post-delivery monitoring and requirements, discussed design and development planning for delivery of products and services, as well as control of externally provided processes, products, and services. It is also discussed and emphasized that the organization must ensure that externally provided processes, products, and services conform to specified requirements and are evaluated before incorporation into their own processes and services, talks about monitoring and evaluation, customer satisfaction, internal audit, and continual improvement.


IRENE A. MIXDON



Republic of the Philippines
Department of Environment and Natural Resources
MIMAROPA Region
COMMUNITY ENVIRONMENT AND NATURAL RESOURCES OFFICE
Brooke's Point, Palawan

October 20, 2023

MEMORANDUM

FOR : The Provincial Environment and
Natural Resources Officer
Sta. Monica, Puerto Princesa City

FROM : The Community Environment and
Natural Resources Officer

SUBJECT : MINUTES OF THE MEETING REPORT ON THE QUALITY
LEARNING ACTIVITY CONDUCTED ON OCTOBER 19, 2023

**DENR PENR
PALAWAN RECORDS
RECEIVED**

BY: [Signature]
DATE: 10/20/2023 **CN:** 23-1636d

Respectfully forwarded is the Memorandum report of Forester Reynaldo V. Palisoc dated October 17, 2023 received on October 18, 2023 regarding the above-cited subject.

For your information and record.

For and in absence
of the CENRO :



**DENR-CENRO
BROOKE'S POINT**

RELEASED

DATE: 24 OCT 2023

BY: [Signature]

CN: 2023-4666/1

[Signature]
FRANKLIN M. AQUINO
DMO IV / PASu
In-Charge, Office of the CENRO



Republic of the Philippines
Department of Environment and Natural Resources
MIMAROPA Region
COMMUNITY ENVIRONMENT AND NATURAL RESOURCES OFFICE
Brooke's Point, Palawan

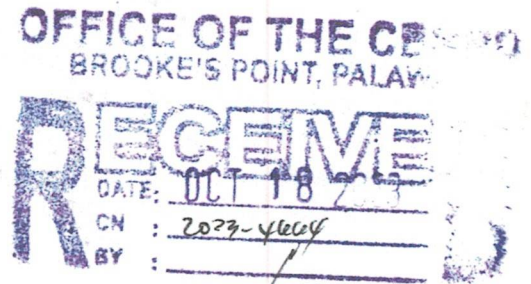
October 17, 2023

MEMORANDUM

FOR : Community of Environment and
Natural Resources Officer

FROM : The undersigned QMS- Secretariat

SUBJECT : MINUTES OF THE MEETING REPORT ON THE QUALITY
MONITORING SYSTEM (QMS) AND TECHNICAL GUIDANCE
LEARNING ACTIVITY CONDUCTED AT DENR-CENRO BROOKE'S
POINT DATED OCTOBER 16, 2023 IN PREPARATION FOR THE
ANNUAL INTERNAL QUALITY AUDIT AND SURVEILLANCE
AUDIT.



On October 16, 2023, at around 11:00 AM, the meeting and programs started with an invocation, acknowledgment of guests, and a welcome message from CENRO Leonard T. Caluya. This was followed by the introduction of the QMS Core Team and a message from Donna Mayor-Cordove, ARD, Management Services, DENR MIMAROPA Region. The presentation of the auditing and findings was given by Forester Angelica Verian, one of the auditors assigned to CENRO-Brooke's Point.

Likewise, during the presentation of Forester Angelica Verian, Mrs. Susan Villar (RP) resource speaker/QMS consultant was raise a concerned, stating that need to explained to their piers/co-worker the process and objectives of QMS audit, to maintained the quality and quantity of the services in compliance to the ISO 9001:2015 QMS;

The second presentation was given by Mrs. Rosalyn Jasmin, and she addressed the topic of issued Tree Cutting Permits. During her presentation, Mrs. Susan Villar inquired about the issues and concerns related to the Tree Cutting Permits, which were encountered during the document verification process. Mrs. Rosalyn Jasmin mentioned that in ROAAPS, one instance observed was the issuance of a document/permit with the wrong address or barangay. In some cases, the document/permit indicated Barangay Tagusao, while the actual location was in Barangay Barong-Barong. Mrs. Villar commented that the service provided did not meet the required standards, resulting in non-conformity.

In response, Forester Menelaus Rey H. Duller explained that he issued documents/permits for the Tree Cutting Permit (TCP) of the DPWH project in Barangay Barobarong, in accordance with the approved ECC. He added that the area was previously known as Barangay Tagusao, but due to a transition, it now falls under Barangay Barong-Barong in Brooke's Point, Palawan. However, the identification (I.D.) of DPWH attached to the IEC remained the same. Mrs. Villar also suggested to include to the submitted document/permit their previously name.

In this regard, Mrs. Villar reminds everyone to aim for 100 percent accomplishment based on the approved Work and Performance Plan (WPP). She also highlighted that the Work

should be taken to ensure compliance and avoid violating the required submission timeline to PENRO. In some instances, these actions can help in determining the accomplishment based on the Individual Performance Commitment and Review (IPCR) and other accomplishment documents, additionally, another strategy to achieve the objectives outlined in ROAAPS is to assess the function of the organizational structure

The auditor found several findings and observations based on the submitted documents, particularly the attached geotagged photos. In some cases, it was noted that the submitted photos differed from the actual locations. In response, Mrs. Villar emphasized the importance of geotagged photos as they help to pinpoint the exact locations. However, Mrs. Carina Manlapaz mentioned that at CENRO-Brooke's Point, they follow the instruction of the legal researcher from PENRO, which requires adherence to the sworn certification of the authenticity of geotagged photographs. In line with this, Mrs. Villar agreed and expressed the desire to maintain consistency with this strategy.

For your information and reference.


REYNALDO V. PALISOC