



December 29, 2017

CERTIFICATION

This is to certify that the Public-Private Partnership Center conducted an Internal Quality Audit (IQA) of the required Quality Management System processes on December 8, 2017. Attached is the summary report of the results of the IQA.

This Certification is issued in compliance with 1) Section 6.2.b of the AO25 Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems Memorandum Circular 2017-1 dated March 9, 2017 or the “Guidelines on the Grant of the Performance-Based Bonus for Fiscal Year 2017 under Executive Order No. 80 s. 2012 and Executive Order No. 201 s. 2016” and 2) Section 1.1.2 of the Government Quality Management Committee Memorandum Circular 2017-1 dated June 23, 2017 or the “Guidelines on the Validation of the ISO 9001 Quality Management System (QMS) Certification or ISO-Aligned Documents as a Requirement for the Grant of the FY 2017 Performance-Based Bonus (PBB)”.

Ferdinand A. Pecson


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Executive Director 



December 29, 2017

MEMORANDUM

FOR : 
FERDINAND A. PECSON
Executive Director

FROM : 
WALLY DON G. CALDERON
Quality Manager, OED/CPDD

SUBJECT : **Results of the PPP Center Internal Quality Audit of the required Quality Management Processes of the Project Development and Monitoring Facility Service**

1. The PPP Center Internal Quality Audit (IQA) Team led by Atty. Lester A. Añonuevo of PFPEMS/PMD conducted an internal audit last December 8, 2017 to assess the effectiveness of the Quality Management System (QMS) of the Project Development and Monitoring Facility Service (PDMFS).
2. The results of the audit showed that the PDMFS' identified core processes is compliant with the ISO 9001:2015 QMS requirements. However, the Service has one minor nonconformity and one observation for improvement.

The PDMFS' minor non-conformance was found against ISO 9001:2015 clause 9.1.2 which states, *"The organization shall monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled. The organization shall determine the methods for obtaining, monitoring and reviewing this information."*

The PDMFS' observation for improvement is in connection to ISO 9001:2015 clause 7.5.3.2 which states, *"For the control of documented information, the organization shall address the following activities, as applicable: a) distribution, access, retrieval and use; and b) storage and preservation, including preservation of legibility."*

3. In line with the results of the audit, the IQA Team recommended the following corrective action to address the non-conformity and to improve the quality management implementation of PDMFS:
 - a) Conduct customer feedback survey;
 - b) Analyze the results of the survey to determine changes or improvements needed in the service delivery procedures of PDMFS and as input during the Service planning activity; and
 - c) Consider improving the master list of documents/document catalogue.
4. For your information.