



**MANUAL  
ISSUANCE NO. 2  
ISO 9001:2015**

# QUALITY MANUAL

Page: 9.2-1/2

Effectivity Date:

June 30, 2020

Section 9.0 **PERFORMANCE EVALUATION**

Subsection: 9.2

**INTERNAL AUDIT**

Revision No.  
5

## I. POLICY

**CORPORATE GUARANTEE (CG)** shall develop, establish and maintain documented procedures for planning and implementing internal quality audits to verify whether quality activities and related results comply with planned arrangements and to continuously determine the effectiveness of the Quality System.

Internal quality audits shall be conducted once a year as scheduled in the annual plan. However, frequency of audits may also be increased depending on the current status and importance of certain activities especially those found or deemed critical to ensure efficient provision of services or attainment of the company's objectives. CG's internal quality auditors shall be identified and trained and shall be independent of the specific activities or areas being audited to ensure objectivity and impartiality of the audit process. Moreover, selection of auditor shall ensure that no auditor had been a member or a process owner of the area to be audited within the previous year. Scope of the audit shall cover all possible areas related to the company's quality management system, which include the company's business process, quality plans, quality objectives, documented procedures and other support documentation and records used. Audit shall be conducted through interviews, observations and record trail.

The results of the audits shall be recorded using IQA Details of Non-Conformity and Agreed Corrective Action Report. These findings shall be brought to the attention of the personnel having responsibility in the area audited. The Department Head shall take timely corrections and corrective actions on the deficiencies and their causes found during the audit.

Follow-up audit activities shall verify and record the implementation and effectiveness of the corrections and corrective actions taken. IQA results are rendered and maintained by the IQA Team.

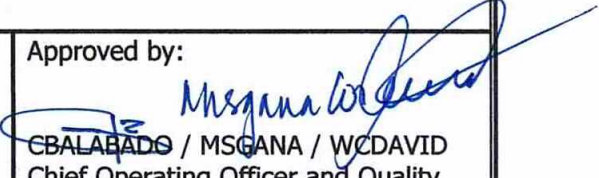
Prepared by:

  
CATHERINE D. PARUNGAO  
IQA Team Leader

Reviewed by:

  
MYLA F. GARCIA  
Quality Management Representative

Approved by:

  
CBALABADO / MSGANA / WCD DAVID  
Chief Operating Officer and Quality  
Council Chairman / Deputy QCC



# QUALITY MANUAL

Page: 9.2-2/2

Effectivity Date:

June 1, 2019

Revision No.

4

**SMANUAL  
ISSUANCE NO. 2**

Section 9.0 **PERFORMANCE EVALUATION**

**ISO 9001:2015**

Subsection: 9.2

**INTERNAL AUDIT**

## II. APPLICATION

All Departments  
IQA Team

## III. REFERENCES

Documented Procedure Manual:

- CG-8.2.2-001 Preparation of Annual IQA Plan
- CG-8.2.2-002 Planning the Audit
- CG-8.2.2-003 Conducting the Audit
- CG-8.2.2-004 Reporting the Audit
- CG-8.2.2-005 Consolidation of Internal Quality Audit Findings/Non-Conformance Reports
- CG-8.3-001 Control of Non-Conformities
- CG-8.2.2-007 Follow-up on Corrections and Corrective Actions
- CG-8.5.2-001 Corrective Action
- CG-6.4-001 Work Environment Management

- IQA Annual Plan
- Notice of the IQA Meeting
- Minutes of the IQA Meeting
- Audit Checklist
- Details of IQA Report
- QWP Audit Checklist
- Nonconformity and Agreed Corrective Action Report
- NCR Control Log

Prepared by:

CATHERINE D. PARUNGAO  
IQA Team Leader

Reviewed by:

MYLA F. GARCIA  
Quality Management Representative

Approved by:

CBALABADO / MSGANA / WEDAVID  
Chief Operating Officer and Quality  
Council Chairman / Deputy QCC