



**MINUTES OF MEETING TAKEN DURING THE CONDUCT OF THE
MANAGEMENT SYSTEM FOR ISO 2001:2015
AT NTC EXECUTIVE ROOM, 2ND FLOOR,
December 7, 2017**

Attendance:

Ms. Ana Marisse Dalawis - DAP Facilitator
Mr. Rey Agcaoili - DAP Coordinator
NTC QMS Council
NTC QMS Core Team
NTC Training & Education Team
NTC Internal Quality Auditors
NTC Documentation Team
NTC QMS Secretariat

1. Status of Previous Management Meeting

- The Management Review on NTC QMS ISO 2001:2015 is a prelude to an ISO Certification of a third party by the second quarter of 2018 which by then, some units of the Commission will be fully certified;
- The next units to undergo such processes will be CWPD, BSD, and other until the entire Commission is fully certified.

2. Changes in QMS relevant to Internal and External Issues

- Agreed to discuss the internal and external issues which had a degree of significance in the risk register and as to what actions were taken to address the issues;
- Agreed to identify which issues are relevant to the Central Office and the Regional Offices and which issues concerned both, to include the matter on the next Management Review meeting.
- Agreed to discuss further the changes in QMS that are relevant to Internal and External Issues during the Strategic/Operational Planning and Programming by 1st quarter of 2018 and shall be reported during next MR meeting.

3. Effectiveness of Actions taken to address Risk and Opportunities

- Validate and monitor the status of planned actions to be taken to address the weaknesses of the organization including its risks and threats;
- The planned changes should be discussed in the forthcoming Strategic Planning;

- Agreed that new developments in the rules and regulations of oversight government agencies be discussed, as they have an impact on the QMS Procedures, i.e. new Civil Service Commission rules and regulations on hiring and promotion of personnel and be part of the agenda during the Strategic Planning.
- Attendance of the Top Management, Core Team and Process Owners and Support Group is vital in the success of the Management Review because they will be the one to decide on what actions are viable to succeed.
- Agreed that new developments

4. Information on Performance and Effectiveness of the QMS

- Customer Client Satisfaction
 - i. An order on the procedures to be taken and reporting thereof had been prepared and awaiting approval of the Commissioner. The same will be included in the next MR meeting for its updates.
- Quality Objective Attainment
 - i. Subject to further discussion and will be included in the next MR meeting for further updates.
 - ii. Instructed HR and CPPD to report on the next MR meeting the status of the attainment of quality objectives.
- Non-Conformities (NC) and Corrective Actions
 - i. All units were instructed to prepare corrective actions on all NCs found.
 - ii. Agreed to discuss the corrective actions during next MR Meeting.
- Audit Results
 - i. There are 32 NCs, 26 observations, 3 Needs Improvement (NI) and 3 Noteworthy Efforts (NE) found.
 - ii. The audit findings made by the Team for Central Office, NCR and NTC Region III were discussed.
 - iii. There was also a discussion on the actions made by certain units to comply with the audit findings included in the scope and commended the same for taking action.
- Performance of External Providers
 - i. It was suggested to identify the services taken from external providers and the performance processes on the unit.
 - ii. Performance evaluation was suggested to be made monthly, quarterly, semi-annually and annually, depending on the services offered.
 - iii. Feedback mechanism on the performance of the providers be made and evaluated before the renewal of the contract.
- Performance and Product Conformity
 - i. An Office Order was already prepared and to be forwarded to the Office of the Commissioner for signature, hence, the core process owners still used different kinds of forms.

5. Adequacy of Resources

- Considering the limited resources being approved by DBM, proper planning and faster implementation of approved projects should be done in the most expeditious and most advantageous to the government.
- Core Process Owners on the first stage of ISO be given priority as a sort of incentive on the budget resources i.e. training, travel and distribution of IT equipment, etc.
- It was agreed to include there on next MR for top management commitment on the matter.

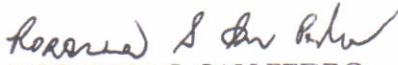
6. Opportunities for Improvement

- Standardization of forms of Regional Offices, including the format on routing and assessment;
- Focus shall be made on the prepared licenses within the time frame and to reduce human error.
- Copies of the audit findings of the Core Process Owner be distributed to inform the other branches/regional offices/divisions.
- The schedule of activities for this quest for ISO 2001:2015 certification be made in advance to prepare all concerned parties.
- The standardized timeframe for processing be placed and posted in the Commission's Citizen's Charter.

7. Other Matters:

- Another MR meeting will be conducted on or before the 2nd quarter of 2018.


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