



AUDIT REPORT

Client ID No/ 3318	Date of Audit: September 13-14, 2018	Total Pages: 20
<i>Pre-Audit</i> <input type="checkbox"/> <i>Stage 1 Audit</i> <input type="checkbox"/> <i>Stage 2 Audit</i> <input type="checkbox"/> <i>Surveillance Audit</i> <input type="checkbox"/> <i>Re-Assessment Audit</i> <input checked="" type="checkbox"/> <i>Transition</i> <input checked="" type="checkbox"/> <i>Special / Extension</i> <input type="checkbox"/> <i>Unannounced</i> <input type="checkbox"/>		
Organization Name & Address:	Audit Location (if different) site visit including dates of audit at the sites.	
National Food Authority Food Development Center FTI Complex, Taguig City, Metro Manila		
Standard(s) to be covered by certification: <input checked="" type="checkbox"/> ISO 9001 <input type="checkbox"/> ISO 14001 <input type="checkbox"/> OHSAS 18001 <input type="checkbox"/> ISO 45001 <input type="checkbox"/> ISO 27001 <input type="checkbox"/> ISO 22000 <input type="checkbox"/> ISO 50001 <input type="checkbox"/> ISO 55001 <input type="checkbox"/> HACCP <input type="checkbox"/> Others, Please Specify:		
Recommended Scope: <ul style="list-style-type: none"> Design, development and provision of appropriate technologies, manpower training, product and process evaluation and certification. 		
Exclusions, if any : <ul style="list-style-type: none"> NONE 		
Functional Areas or Processes Audited: (please enumerate): A. Context of the Organization B. Engineering Service and Maintenance C. Quality Evaluation D. Leadership and commitment, Management review E. Training - ISD F. Quality Assurance and Certification G. Documented information H. others refer to audit plan		
Use of Certification Mark acceptable Yes <input checked="" type="checkbox"/> N <input type="checkbox"/>	If "No" Raise Action Request RP2	
Are there any changes since the last audit Yes <input checked="" type="checkbox"/> N <input type="checkbox"/> If Yes please indicate change and give brief description: Company name <input type="checkbox"/> main/site address(s) <input type="checkbox"/> scope <input checked="" type="checkbox"/> number of employees <input type="checkbox"/> OHSMS reportable serious incident or breach of regulation <input type="checkbox"/>		
<ul style="list-style-type: none"> The scope on standard development is not part of the operation of FDC, hence it deleted in the scope. 		

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1. Audit Conclusions -												
Lead Auditor recommendation	QMS	EMS	OH&S	FSMS	ISMS	EnMS	AMS	HACCP				
Certification recommended subject to implementation of action plan related to AR's raised (within 30 days)												
Certification not recommended												
Certification continuation												
Certification discontinuation												
Certification renewal												
Certification renewal subject to implementation of action plan related to AR's raised (within 1 month of certification expiry)	X											
* I confirm that the effectiveness of the organisations OH&SMS and that I have provided a summary of evidence of the capability of the OH&SMS to meet its compliance obligations												
2. Executive Summary to Client: -						Action Requests raised						
<p>The quality management system of FDC was found to be adequately maintained in compliance with the requirements of ISO 9001:2015. However there are reported non-conformances requiring submission of documented corrective action.</p> <p>The process of standard development is recommended to be deleted in the scope of certification since this process is no longer done by the Center. Hence the recommended scope is :</p> <p>"Design, development and provision of appropriate technologies, manpower training, product and process evaluation and certification"</p> <p>Though there were defined objectives in the quality manual there is a need to align with those defined in the Division Performance Compliance Report as well as those with the 2018 Strategy Map Major Objectives of NFA which are</p> <ul style="list-style-type: none"> • Social : Ensures Food Safety; • Stakeholders : 1) Availability, Accessibility, Affordability and Food Safety, 2) Sustained Quality Services, 3) Sustained Client Satisfaction • Financial : 1)Minimize Operating Losses, 2)Divestment of Non Performing Assets, 3) Debt Management, • Learning and Growth: 1) Establishment of QMS, 2) Competency Framework <p>Need to consider the reported observations for continual improvement</p>						<table border="1"> <tr> <td># Major</td> <td># Minor</td> </tr> <tr> <td>-</td> <td>- 5 -</td> </tr> </table>			# Major	# Minor	-	- 5 -
# Major	# Minor											
-	- 5 -											
						Initial date AR response due: October 24, 2018						
This Report consists of this document (RP1) x <input type="checkbox"/> , attachments (RP1-1) x <input type="checkbox"/> , and action requests (RP2) x <input type="checkbox"/> As indicated												



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3. OH&S Management System audits only.		
<p>In case of OHSMS have all activities, products and services within the organisations control or influence that can impact the organisations OHSMS performance been included in the management system? <input type="checkbox"/>yes <input type="checkbox"/>no</p> <p>Is a Special Audit recommended following an OHSMS reportable serious incident or breach of regulation? <input type="checkbox"/>yes <input type="checkbox"/>no State justification:</p> <p>Has there been a closure of facilities/work areas since the last audit? <input type="checkbox"/>yes <input type="checkbox"/>no If Yes, confirm that new risks have been identified and handled in compliance with requirement. Provide evidence.</p> <p>Are there any areas of concern (i.e. for OHSMS a serious accident or incident or breach of OHS regulation necessitating the involvement of the competent authority) that could be classified as nonconformity during stage 2 or would affect the transfer of certification? If yes, please specify: <input type="checkbox"/>yes <input type="checkbox"/>no</p> <p>Are there any relevant regulatory requirements that have been identified as a non-conformance and needed to be communicated to the organisation? <input type="checkbox"/>yes <input type="checkbox"/>no Please provide details:</p>		
Lead Auditor : Name/ Signed : ERMELINDA P. ANDRES Date : September 14, 2018		Company Representative : Name/ Signed: Director JOCELYN M SALES Date: September 14, 2018
Audit Team Members: Lead Auditor		Ermelinda P. Andres
Auditor 1		Clarissa M. Oracion
Auditor 2		
Auditor 3		
Auditor 4/Technical Advisor		

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<p>3. Audit Summary</p> <p>What to report on within this section</p> <p>Stage 1</p> <p>(a) Comment on compliance of management system documentation (b) Level of preparedness (c) Identification of sites whether they are to appear on certificates or just support the main site and if they are considered key sites (attach list if possible)</p> <p>All Audits</p> <p>(a) Confirm Audit Plan was covered or provide details if not. (b) Comment on the organizations current activities related to the scope (existing business, new business etc.) Comment on (c) Level of compliance with the relevant standard(s), (d) Effectiveness of links between standards, organization's policy, objectives and targets, legal requirements, responsibilities, personnel competence, operations, procedures, performance data and internal findings and conclusions as appropriate (e) Key positive comments</p>		
<ul style="list-style-type: none"> • This report confirms that the audit was conducted as per plan covering the revised scope of certification that is "Design, development and provision of appropriate technologies, manpower training, product and process evaluation and certification". • There is a change in the current activities of FDC due to the deletion of the process of standards development. Other existing activities remain the same. • The determination of internal and external issues was facilitated using the SWOT analysis. There were determined interested parties and corresponding needs and expectations, however the list need to be reviewed to consider other interested parties. Risk and opportunity assessment was done however the process needs to be reviewed. • Based on the overall review of the quality management system, there was adequate demonstration of compliance with the requirements of the standard though there were some lapses observed as reported. • The quality policy established appropriately defined the service provided as well as commitment to comply with applicable regulations and continual improvement of the QMS. • Quality objectives are defined in all divisions and with evidence of monitoring. • The documented system adequately describes the policies, processes, responsibilities and necessary operational controls to ensure the delivery of quality service on time to satisfy customers. • Management review was conducted as planned and minutes of the review is maintained. Likewise, internal adequate was done as per defined procedure in compliance with the requirements of the standard as evidenced by records maintained. 		

4. Management system status and performance/Meeting requirements

What to report on within this section:

Stage 1

- a) Comment on maturity of management system and whether key processes, aspects and objectives have been identified with associated plans available, briefly list the key documents and records seen
- b) Comment on whether sector specific or customer specific legislation has been identified and briefly list the key documents and records seen

All other Audits

- a) Report on performance monitoring, examples of objectives seen, results and achievements of targets, improvement and resource audit trails followed along with evidence
- b) Report on whether the management system is effective in (a) meeting any specific organizations' clients' requirements, (b) legal compliance (Consider laws, regulations, national standards etc.) where applicable and (c) establishing operational control. Detail the audit trails followed along with evidence
- c) Any unresolved issues, if any (this can include disagreement between auditor/audit team and auditee on audit findings. Consider also actions required from potential non-conformities reported in previous audits including issues that can significantly impact the management system and the organization)
- d) Results of the verification of corrective actions regarding previously reported non-conformities, if applicable

- Review of performance monitoring results of objectives- Refer to individual audit report
- Compliance with legal and other requirements were demonstrated. Customer's requirements are always considered in the processing of services provided. As a government organization, required regulations are being considered and complied with in the delivery of service.
- Review of previous nonconformity - NONE.

5. Internal auditing, management leadership and management review, risk and customer requirements

What to report on within this section:

Stage 1. Report on whether internal audits and management review are being planned and performed. Briefly list the key documents and records seen

All other audits. Report on the status and effectiveness of internal auditing, and actions to address risk and opportunities additionally, customer complaints and management review, including dates of records seen. Detail the audit trails followed along with evidence

Internal audit:

Internal Audit process is documented, NFA-FDC-QSP-OD-03. Audits are done twice a year, every 6 months. The last audit was conducted in Jan to April 2018, with zero Major NC, 3 Minor, and 30 Observations. Audit Plan ensured auditors are independent of the process audited. Competency assessment of auditors was conducted in July 2018 based on defined criteria.

Management leadership and management review:

Quality policy and quality objectives have been established signed by the Director of the center. It was verified that all clauses of ISO 9001:2015 is applicable to FDC quality management system. The scope of the QMS is defined in the manual. However it was reported that standard development is no longer an activity of FDC, hence the scope needs to be revised. The management conducted review of the quality management system last May 22-23, 2018. The management team is composed of the Director and Division chiefs. Minutes of the review is maintained, however some inputs requirements of the standard were not included in the minutes.

Customer requirements, satisfaction:

Customer satisfaction is measured through the conduct of survey. The 3 divisions namely, QED, TDD, ISD send customer satisfaction survey form to clients of FDC every semester. The overall results of the survey for the period 2017 showed are very good to excellent rating.

Note

- (1) Audit is based on a limited sample and other nonconformities may exist
- (2) This report and its contents should be treated as confidential except with the prior agreement of the Company
- (3) Signing this report indicates acknowledgement of receipt of any related action requests
- (4) For Stage 2 and Re-certification Audits all action requests must be closed and implemented prior to certification. Additional sites should be listed on continuation pages if necessary.



CERTIFICATION

Certificate of Registration

This is to certify that

National Food Authority – Food Development Center

FTI Complex, Taguig City, Metro Manila, Philippines

operates a management system which has been assessed as conforming to

ISO 9001:2015

for the scope of activities

Design, development and provision of appropriate technologies, manpower training, product and process evaluation and certification.

Certificate No: **CIP/3318/03/12/362**

Issue Date: **09 November 2018**

Valid Until: **08 November 2019**

subject to adherence to the agreed ongoing audit programme, successful endorsement of certification following each audit and compliance with CI Regulation

Date of Original Issue : **04 February 2004**

Renato V. Navarete
Chairman and President



Certified true copy on file
MARIBETH G. TRUJILLO
RECORDS OFFICER IV