



TÜVRheinland[®]

Precisely Right.

CERTIFICATE NO. 01 100 1834850

First Surveillance Audit Report as per

ISO 9001:2015

for

CAMARINES NORTE STATE COLLEGE

**F. PIMENTEL AVE., BRGY.2, DAET, CAMARINES
NORTE 4600 PHILIPPINES**

Client	Standard	Certification Number(s)	Audit Type
CAMARINES NORTE STATE COLLEGE	ISO 9001:2015	01 100 1834850	FIRST SURVEILLANCE AUDIT

Contents

1	Audit result	3
2	Scope.....	3
2.1	Description of the organization.....	3
2.2	Scope of certification	4
3	Changes in the management system / Contract review.....	7
4	Audit findings	7
5	Dates.....	13

Client	Standard	Certification Number(s)	Audit Type
CAMARINES NORTE STATE COLLEGE	ISO 9001:2015	01 100 1834850	FIRST SURVEILLANCE AUDIT

Audit Leader : Philura Hipe

Audit Team : Jogina Mendiola, Mary Grace Balobalo, Ricky Inocencio, Fronie Aliqway

Client's representative : Rayniel Zabala, Quality Management Representative

Audit Date : 22 -23 November 2022

1 Audit result

Management system effectiveness was verified on site by means of random sampling by an appropriately selected audit team. This applies in particular to the compliance of workflows with standard requirements and the descriptions in management system documentation. The audit objectives as mentioned in the audit plan, the special features of the organization's business activities, the applicable statutory and regulatory requirements and the requirements set forth in other generally applicable documents were also taken into account. This was done by means of a sampling approach, by conducting interviews and reviewing the appropriate documentation. Audit findings and recommendations regarding opportunities for improvement have been set forth in Sections 4 of this report.

<input checked="" type="checkbox"/>	The last audit revealed nonconformities which have been demonstrably corrected. The corrections and corrective actions taken in this respect have been verified.
<input type="checkbox"/>	A stage 1 audit was performed and the organization found ready for certification. Identified weaknesses, if any, have been eliminated and the respective corrective action verified.
<input checked="" type="checkbox"/>	The current audit revealed Zero (0) major nonconformities and Three (3) minor nonconformities.
<input type="checkbox"/>	The major nonconformities (No. x) with individual standard elements require a re-audit to verify the effectiveness of the corrections and corrective actions (probable date:.ddmmyyyy)
<input checked="" type="checkbox"/>	The organization has established and maintains an effective system to ensure compliance with its policy and objectives. The audit team confirms in line with the audit targets that the organization's management system complies with, adequately maintains and implements the requirements of the

The auditor therefore recommends (**provided nonconformity response has been approved**):

<input type="checkbox"/>	Award of the new certificates.
<input checked="" type="checkbox"/>	Maintenance of the existing certification.
<input type="checkbox"/>	Inclusion of the changes (see Section 3) in the scope of application of existing certifications
<input type="checkbox"/>	Maintenance or issue of the certificates only after successful completion of a re-audit.

2 Scope

2.1 Description of the organization

The Camarines Norte State College got its origin from then Camarines Norte High School which was established in 1920.

On June 23, 1983, Parliamentary Bill No. 2378 was approved and signed into law converting Camarines Norte High School to Camarines Norte National High School (CNNHS).

Client	Standard	Certification Number(s)	Audit Type
CAMARINES NORTE STATE COLLEGE	ISO 9001:2015	01 100 1834850	FIRST SURVEILLANCE AUDIT

On July 23, 1991 House Bill No.31647, after it was passed by the Senate and the House of Representatives was signed into law on April 2, 1992 as Republic Act No.7352 also known as ‘An Act Converting the present Camarines Norte National High School in Municipality of Daet into a State College to be known as the Camarines Norte State College integrating for the purpose the Abaño Pilot Elementary School in Daet, Mercedes School of Fisheries in Mercedes, Camarines Norte National Agricultural School in Labo, and the Camarines Norte School of Arts and Trades in Jose Panganiban all in the province of Camarines Norte and appropriating funds thereof.”

Vision: CNSC as a premier higher educational institution in the Bicol Region.

Mission: The Camarines Norte State College shall provide higher and advanced studies in the fields of education, arts and sciences, economics, health, engineering, management, finance, accounting, business and public administration, fisheries, agriculture, natural resources development, and management of Ladderized courses. It shall also respond to research, extension and production services adherent to progressive leadership towards sustainable development.

(Ref. CNSC Policy Manual, CNSC-PM-QMS-01, Rev.05, November 10, 2021)

2.2 Scope of certification

Scope of certification:	Provision of Higher and Advanced Education, Research, Extension and Production Services
ISO 9001 standard requirements which are not applicable:	None
Reasons for non-applicability:	NA

Internal auditing throughout the multi-site organization was verified with a positive result. The management representative has appropriate authority over the sites included in the multi-site organization.

The following sites and their scopes are included in the scope of certification:

Site No. (CN ext.)	Sites included in cert. Name/address of site	No. of emp.	Scope and processes	Standard	Audited
01 100 1834850	Camarines Norte State College F.Pimentel Ave., Brgy.2, Daet, Camarines Norte 4600 Philippines	514 (Total)	Provision of Higher and Advanced Education, Research, Extension and Production Services	ISO 9001:2015	<input checked="" type="checkbox"/>

Client	Standard	Certification Number(s)	Audit Type
CAMARINES NORTE STATE COLLEGE	ISO 9001:2015	01 100 1834850	FIRST SURVEILLANCE AUDIT

01 100 1834850/ 01	Camarines Norte State College – Main Campus F.Pimentel Ave., Brgy.2, Daet, Camarines Norte 4600 Philippines	329	Provision of Higher and Advanced Education, Research, Extension and Production Services	ISO 9001: 2015	<input checked="" type="checkbox"/>
<p>Processes</p> <p>a) Top Management; Internal Audit; Non conformity and Corrective Action; Control of Documented Information; Risk Management and Opportunities; Customer Satisfaction/ Customer Feedback and Complaints Handling</p> <p>b) Office of the College President – Institutional Planning and Development; Management Information System; Alumni</p> <p>c) Academic Affairs – Guidance, Testing and Admission; Registrar; College of Arts and Sciences; College of Education; College of Engineering; College of Business and Public Administration; College of Agriculture and natural Resources; College of Trades and Technology; Institute of Fisheries and Marine Studies; Institute of Agribusiness Development; Institute of Computer Studies; Graduate School; College Library; National Service Training Program; Quality Assurance; Sports Development; Office of Student’s Services and Development; Culture and Performing Arts; International Relations and Linkages; Sentro ng Wikang Filipino</p> <p>d) Research and Extension Services – Gender and Development; Intellectual Property Rights and Protection; Technology and Livelihood Center; Social Policy Research Center; Analytical Laboratory Center</p> <p>e) Administration and Finance – Human Resources Development Office; Supply and Property Management Office; Cashiering; Accounting; Budget; Records Management; Facilities Management; Security and Safety Management; Motorpool; Auxiliary Services (Medical and Dental, Dormitory and Hostel, Printing and Publication); IGP-Business Development and Management (College of Entrepreneurship Agribusiness Project; Canteen and Catering)</p>					

Client	Standard	Certification Number(s)	Audit Type
CAMARINES NORTE STATE COLLEGE	ISO 9001:2015	01 100 1834850	FIRST SURVEILLANCE AUDIT

01 100 1834850/ 02	Camarines Norte State College – Entienza Campus Sitio Lobo, Brgy. Tabugon, Ret. Judge Antonio C. Entienza Campus, Sta. Elena, Camarines Norte 4611 Philippines	21	Provision of Higher Education and Extension Services Processes: (Institute of Agribusiness Development) a) Office of the Campus Administrator; Local Management Review; Control of Documented Information; Risk Management and Opportunities; Customer Satisfaction/Feedback and Complaints Handling b) Registrar; Guidance and Counselling and Testing; Admissions c) Library; Medical and Dental d) Facilities Management, including Security Services; IT and Infrastructure e) Extension Service	ISO 9001: 2015	<input checked="" type="checkbox"/>
01 100 1834850/ 03	Camarines Norte State College – Labo Campus Purok 2, Brgy. Talobatib, Labo, Camarines Norte 4604 Philippines	60	Provision of Higher Education, Research, Extension and Production Services Processes: a) Office of the Campus Administrator; Local Management Review; Control of Documented Information; Risk Management and Opportunities; Customer Satisfaction/Feedback and Complaints Handling b) Registrar; Guidance and Counselling and Testing; Admission c) Library; Medical and Dental d) Facilities Management, including Security Services; IT and Infrastructure e) Research and Extension Services; Production Services	ISO 9001: 2015	<input checked="" type="checkbox"/>
01 100 1834850/ 04	Camarines Norte State College – Mercedes Campus Purok 1-A, Brgy. San Roque, Mercedes, Camarines Norte 4601 Philippines	29	Provision of Higher Education, Research, Extension and Production Services Processes: (Institute of Fisheries and Marine Sciences) a) Office of the Campus Administrator; Local Management Review; Control of Documented Information; Risk Management and Opportunities; Customer Satisfaction/Feedback and Complaints Handling b) Registrar; Guidance and Counselling and Testing; Admission c) Library; Medical and Dental d) Facilities Management, including Security Services; IT and Infrastructure e) Research and Extension Services; Production Services	ISO 9001: 2015	<input checked="" type="checkbox"/>

Client	Standard	Certification Number(s)	Audit Type
CAMARINES NORTE STATE COLLEGE	ISO 9001:2015	01 100 1834850	FIRST SURVEILLANCE AUDIT

01 100 1834850/ 05	Camarines Norte State College – Panganiban Campus P-6, Orange Hill, South Poblacion, Jose Panganiban, Camarines Norte 4606 Philippines	40	Provision of Higher Education and Extension Services Processes: (College of Trades and Technology) a) Office of the Campus Administrator; Local Management Review; Control of Documented Information; Risk Management and Opportunities; Customer Satisfaction/Feedback and Complaints Handling b) Registrar; Guidance and Counselling and Testing; Admission c) Library; Medical and Dental d) Facilities Management, including Security Services; IT and Infrastructure e) Extension Services	ISO 9001: 2015	<input checked="" type="checkbox"/>
01 100 1834850/ 06	Camarines Norte State College – Abaño Campus Corner J.Lukban and Vivencio Street, Brgy. 2, Daet, Camarines Norte 4600 Philippines	41	Provision of Higher Education, Research and Extension Services Processes: (College of Education) a) Office of the Campus Administrator; Local Management Review; Control of Documented Information; Risk Management and Opportunities; Customer Satisfaction/Feedback and Complaints Handling b) Registrar; Guidance and Counselling and Testing; Admission c) Library; Medical and Dental d) Facilities Management, including Security Services; IT and Infrastructure e) Research and Extension Services	ISO 9001: 2015	<input checked="" type="checkbox"/>

3 Changes in the management system / Contract review

The following changes have been implemented in the management system and the management system documentation since the last audit. Major changes are:

- 3.1 100% physical reporting of CNSC employees.
- 3.2 Re-opening of Campuses for limited Face-to-Face classes starting 1st Semester of SY 2022-2023 with the approval of the IRR for CNSC Campuses. Courses with laboratory component, Physical Education and Mathematics were among the priority subjects to be opened with cyclical shifting.
- 3.3 Student's deployment for OJT, Practicum and Internship are allowed starting the current semester. Deans/ Campus Directors crafted OJT guidelines of the program which were approved for implementation.
- 3.4 Opening of 5 new Curricular Programs : 4 graduate programs (Doctor in Business Administration (DBA), Doctor of Public Administration (DPA), Doctor of Education major in Educational Leadership and Management (EdD), Master of Arts in Education major in (a) Leadership and Management, (b) Teaching Filipino Language (MAEd) and 1 undergraduate program – Bachelor of Science in Information System (BSIS).

Client	Standard	Certification Number(s)	Audit Type
CAMARINES NORTE STATE COLLEGE	ISO 9001:2015	01 100 1834850	FIRST SURVEILLANCE AUDIT

- 3.5 100% of documented information relative to the QMS were updated and approved by the current administration.
- 3.6 Identified new Interested Parties such as LGUs, Partner HEIs, Hired Adjunct Faculty, OJT Companies / Industries and Local communities and their corresponding needs and expectations.
- 3.7 Organizational transition to University status. A new organizational structure was approved by the BOT for implementation in 2023 which resulted to the creation of new offices and subsequent designations are assigned to restructure the organization. In the meantime while waiting for CHED evaluation, the old organizational structure will still be adopted.

The implementation of these changes in the existing management system and the management system documentation was verified within the framework of the audit.

The description of the scope in the certificate appropriately reflects the scope of the management system.

4 Audit findings

The audit findings related to the audited standard are listed in the Annexes to this report (see. Annex ISO 9001:2015).

All information gained during the audit will be treated with strict confidentiality by the auditor and the certification body. In view of the sampling approach applied to the audit, weaknesses and nonconformities may still exist which have not been identified during the audit.

No.	Unit/Department Site	Positive findings
1	Institutional	<ul style="list-style-type: none"> • Accreditation target for both Undergraduate and Graduate Accredited Programs were met. <ul style="list-style-type: none"> ○ Undergraduate Programs (Target=27; Accomplishment=27) ○ Graduate Programs (Target=3; Accomplishment=3) • 71% achievement in the Percentage of first-time licensure exam takers that pass the licensure exams against a Target of 60%. • 11 New Linkages/Partnerships with other Organizations/Educational Institution established against a Target of 10. • Newly opened Doctoral programs are commendable. <ul style="list-style-type: none"> ○ Doctor in Business Administration ○ Doctor of Public Administration ○ Doctor of Education major in Educational Leadership and Management ○ Master of Arts in Education major in: (a) Leadership and Management, and (b) Teaching Filipino Language • 200 laptops purchased and distributed to the faculty for instructional use
2	Main Campus	<ul style="list-style-type: none"> • An increase in enrollment percentage for the last 2 school year (SY2020~2021 > 17.41% & SY2021~2022 > 19.77%). • The implementation on Passenger Evaluation of Drivers started April 2022 is noteworthy. • Infrastructure design and layout of the Library is relaxing and ambiance conducive for learning.

Client	Standard	Certification Number(s)	Audit Type
CAMARINES NORTE STATE COLLEGE	ISO 9001:2015	01 100 1834850	FIRST SURVEILLANCE AUDIT

3	Panganiban Campus	There were three (3) first timers (examinees) who have successfully passed the January 2022 Licensure Examination for Teachers – Secondary Level, landing at 100% performance over 50.00% National Passing Rate. This is noteworthy.
4	Abaño Campus	<p>The following achievements are commendable:</p> <ul style="list-style-type: none"> ▪ Dr. Delma Jean V. Abad and Dr. Eduardo M. Abad – 2nd Place Best Paper for the 1st International & 4th National Gender and Development Research Congress, Nov 17-18, 2022. ▪ College of Education as Champion in the Camarines Norte State College Intercollegiate Meet 2022 garnering Gold-33, Silver-23, Bronze-9 with a Total=65 medals last Oct. 10-14, 2022 ▪ Louis Rhey Adan, winning the Natatanging Kabataang CAMNORTEÑO sa larangan ng Akademiko as published in Bantayog August 2022 Issue ▪ Dr. Delma Jean Abad, 3rd Best Online Paper Presenter during the 3rd Gender and Development International Competition and Conference in Research and Education vis Zoom last Mar. 5-6, 2022 ▪ Judelin Alvarez and Roque M. Carillo, Certificates of Commendation for active involvement in the Faculty Exchange Program of Central Bicol University of Agriculture and Camarines Norte State College for 2nd Semester SY 2021-2022. Given February 4, 2022. ▪ Certificate of Recognition for College of Education as 2nd Runner Up in the during the 9th Annual Re-orientation cum Team Building of the CNSC on Nov. 10-11, 2021 ▪ Certificate of Recognition for College of Education 1st Place in the Tiktok Challenge during the 9th Annual Re-orientation cum Team Building of the CNSC on Nov. 10-11, 2021

The following recommendations and opportunities for improvement provided by [the auditor](#) are intended to contribute to the continuous improvement of the management system.

No.	Unit/Department Site	Recommendations and opportunities for improvement
SITE 1/ MAIN CAMPUS (8)		
1/24	Curriculum and Instruction	<p>There is a need to review and improve the information provided in the Syllabus</p> <ul style="list-style-type: none"> - Specify the specific time and date of the consultation hours - Specify the textbooks and references - Compliance of time allocation with the CMO 16 s. 2022
2	Research	Improve the filing of documented information for easy retrieval and to ensure no missing controlled documents.
3	Production	Consider to include in the customer satisfaction survey tool used for Hostel services the check-in/ check-out experience of guests. May consider to benchmark also other survey instruments

Client	Standard	Certification Number(s)	Audit Type
CAMARINES NORTE STATE COLLEGE	ISO 9001:2015	01 100 1834850	FIRST SURVEILLANCE AUDIT

4	Internal Audit	<p>Consider an additional workshop / orientation on the Root Cause identification process.</p> <p>Consider to capture the risk of “un-updated policies and procedures” in the ROA of the process for the Control of Documented Information.</p>
5	Library	<p>Consider to add the back the risk related to “Non-compliance of the CHED standard on the # of professional librarians against the total # of student population due to the absence of the plantilla items”. This has been removed in the Sept. 30, 2022 revision but was still rated as Moderate in the Aug 17, 2020 version to the ROA OC (organizational context). Consideration should be made to the growing institution especially as it transitions to being a university.</p>
6	Supply & Property Management	<p>Consider to document the current Supplier Evaluation and Supplier Accreditation process to ensure consistency in implementation. e.g When to conduct an overall performance rating, requirement for an action plan when a supplier is rated as unsatisfactory.</p> <p>Consider to review the sub-criteria for Supplier Evaluation to ensure it is more appropriate to be used to rate a “per delivery” activity. E.g. On-Time delivery – sub-criteria defines a lower rating for # of late deliveries.</p>
7	Guidance Testing & Admission	<p>Consider to gather the number of feedback responses and the over-all rating of the feedback for every guidance program conducted (e.g. from webinar, etc.).</p> <p>Likewise, consider generating a summary (e.g. monthly) of counselling (e.g. what kind of counselling, age & gender of student seeking counselling, etc.)</p>
8	Facility Maintenance & Motorpool	<p>Consider to include the Code No. in the Monthly PM Check-up form for traceability purposes and furthermore improve some maintenance criteria (e.g. specify the value for tire inflation and other criteria that needs value indication like voltages, etc.)</p>

SITE 2/ ENTIENZA CAMPUS (3)

9	Curriculum and Instruction	<p>May consider to update the Risk Register for Board Exam performance if beyond the National Passing Rate.</p>
10	Research and Extension	<p>May clarify output derived from the duties and responsibilities enlisted in the Coordinator’s appointments as Research/ Extension Coordinator, that is, “Design a Research Program/ Extension Program.”</p>
11	Library (All Sites)	<p>Need to review and update Master List of Records for Library (Entienza Campus) dated October 10, 2022 to include Logbook for Visiting Main Campus Licensed Librarian as evidenced of twice a month visit and conducted library activities e.g. Acquisition, Circulation and Cataloging of Books</p>

SITE 3/ LABO CAMPUS (2)

Client	Standard	Certification Number(s)	Audit Type
CAMARINES NORTE STATE COLLEGE	ISO 9001:2015	01 100 1834850	FIRST SURVEILLANCE AUDIT

12	Curriculum-Instruction (Design – Development – Delivery), including Academic Laboratories	<p>A toddler was observed present in a class (BOT1 – Fundamentals of Botany). May need to review the Crisis Management Guideline on Safety and Health Protocols for officially enrolled students and other Interested Parties to ensure effective implementation.</p> <p>An Oral Recitation/Quiz was conducted during Class Observation (BOT1 – Fundamentals of Botany) with score equivalent per answer out of three questions (i.e., 3 = 100, 2 = 83, 1 = 67). May need to include in the Syllabus, the components by which Oral Recitation/Quiz is graded, to further determine if none of the questions have been answered.</p> <p>May review class size for laboratory activities, with limited equipment (i.e., laboratory tables), as sampled from AS 107 Dairy Production and Processing laboratory activity “Forage Preservation No.6-Pimiento.”</p> <p>Ensure to monitor implemented ROA Controls for the recent performance of BSA and BSABE board examinations. Verification on effectiveness of actions will be done next audit.</p>
13	Research and Extension Services	The presented appointments of the Research and Extension Coordinator have been issued since August 16, 2021 as signed by the Campus Director. May further clarify Appointment Issuances of Research and Extension Coordinator as signed by the University President as evident in other Campuses.
SITE 4/ MERCEDES CAMPUS (2)		
14	Curriculum-Instruction (Design – Development – Delivery), including Academic Laboratories	May review Syllabus reference that are more than 10-15 years.
15	Research and Extension	May further clarify output derived from the duties and responsibilities enlisted in the Coordinator’s appointments as Research Coordinator, that is, “Design a Research Program.”
SITE 5/ PANGANIBAN CAMPUS (1)		
16	Research and Extension	May further clarify output derived from the duties and responsibilities enlisted in the Coordinator’s appointments as Research Coordinator, that is, “Design a Research/Extension Program.”
SITE 6/ ABAÑO CAMPUS (6)		
17	Office of the Dean / Campus Director	Ensure to capture discussion details related to Performance of external providers and effectiveness of actions taken to address the risks and opportunities in the Management Review.
18	Guidance and Counseling including Testing	<p>Consider being given controlled access to the Online Admission System to be able to verify completion of the applicants / qualifiers’ admission requirements.</p> <p>Consider calculating the monthly average for the Customer Satisfaction Result to better visibly appreciate the office’s performance trend.</p>

Client	Standard	Certification Number(s)	Audit Type
CAMARINES NORTE STATE COLLEGE	ISO 9001:2015	01 100 1834850	FIRST SURVEILLANCE AUDIT

19	Facilities Maintenance including Security Services	<p>Consider to add as a success indicator the Actual Preventive Maintenance performance against Preventive Maintenance Plan.</p> <p>Ensure to consistently complete the Preventive Maintenance Checklist information.</p> <p>Consider to Improve the weekly Genset test run logs to include the voltage readings making the information consistent with the quarterly PM schedule.</p>
20	Curriculum and Instruction	<p>Consider to review and improve the time allocation to effectively cover all the contents and attain learning outcomes specified in the Syllabus, under Learning Plan</p> <p>There is a need to ensure that questions in the Test Questionnaire are aligned with the the TOS – distribution of cognitive skills.</p> <p>Consider to retain documented information regarding faculty consultation during face to face and online consultation</p> <p>Consider to post the course outline or syllabus in the LMS for students' guidance about course coverage and course requirements.</p> <p>Proof of acknowledgement by the concerned faculty regarding faculty evaluation result needs to be retained.</p>
21	Research	<p>There is a need to ensure that ethical considerations of the research are checked during technical evaluation.</p>
22	Common	<p>Review and update the posted citizen charter and ensure that process steps/ type of services and corresponding time are clearly specified. E.g. statement "processing time depends on the type is service" needs to be improved.</p>
ALL SITES (2)		
23	Control of Documented Information (All Sites)	<p>Consider to review the Management Review Minutes of the Meeting template e.g. Review Input and Review Output Requirements</p> <p>Need to review the identified disposal method for confidential records as per System Procedure Manual for Control of Documented Information, CNSC-SP-QMS-01, Rev. No. 5, Effective Date: November 10, 2021 e.g. for re-used internally of confidential information as scratch paper.</p>
24	MIS (All Sites)	<p>Observed Laptop Acer Travel Matic, Ryzen 5 Pro 5650u used for encoding Student and Accounting System Information with recently expired Norton Antivirus.</p>

Audit Report

Client	Standard	Certification Number(s)	Audit Type
CAMARINES NORTE STATE COLLEGE	ISO 9001:2015	01 100 1834850	FIRST SURVEILLANCE AUDIT

5 Dates

Due Date for the next audit


2023-Nov-22

Agreed date for the next audit

2023-Sept (-3 months + 0)

01 December 2022

Date


Philura Hipe/ Jogina Mendiola, Grace Balobalo, Ricky Inocencio,
Fronie Aligway

Audit Leader / Auditor(s)

Client	Standard	Certification Number(s)	Audit Type
CAMARINES NORTE STATE COLLEGE	ISO 9001:2015	01 100 1834850	FIRST SURVEILLANCE AUDIT

Annex ISO 9001:2015 (please delete if not an ISO 9001:2015 audit)

Item	Audit result
Context of the organization	<p>The organization has determined internal and external issues related to the following subject areas (Note: subject areas can be legal requirements, co-operations, competition, community etc.)</p> <ul style="list-style-type: none"> External Issues – Legal, Technological, Competitive Market, Cultural, Social and Economic Environments whether international, national, regional or local Internal Issues – Values, Culture, Knowledge and Performance of the College <p>The organization has identified interested parties and the requirements of these parties. Examples for such parties are:</p> <ul style="list-style-type: none"> Students/Parents Employees Accreditation Bodies Partner Institutions (CHED, DMB, NEDA, CSC, DOST) Local Government Units Hired Adjunct Faculty OJT Companies / Industries Local Communities
Policy / objectives	<p>Top Management has declared its quality policy binding and implemented. The quality policy is appropriate and provides a framework for the respective quality objectives. It commits all employees to pursue continuous quality system improvement. The quality objectives are measurable and are controlled, communicated and updated regularly.</p> <p>Key quality objectives include:</p> <p>INSTRUCTION</p> <ul style="list-style-type: none"> Percentage of Accredited Programs <ul style="list-style-type: none"> Undergraduate Programs (Target=27; Accomplishment=27 ~100% MET) Graduate Programs (Target=3; Accomplishment=3 ~ 100% MET) Percentage of first-time licensure exam takers that pass the licensure exams (Target=60% ; Accomplishment=71% ~ 118% MET) No. of New Linkages/Partnerships with other Organizations/Educational Institution (Target=10 ; Accomplishment=11~ MET) <p>EXTENSION Services/Programs</p> <ul style="list-style-type: none"> No. of Trainees weighted by the length of training (Target = 2500 ; Accomplishment = 3346 ~ MET) Percentage of Beneficiaries who rate the training course/s as Satisfactory or higher in terms of quality and relevance (Target = 100% ; Accomplishment = 99%) <p>RESEARCH</p> <ul style="list-style-type: none"> Percentage of active faculty-researchers to total number of plantilla faculty (Target = 24.09% ; Accomplishment = 20.08%) Active faculty researcher (FY 2021=49%; FY 2022=20%)

Client	Standard	Certification Number(s)	Audit Type
CAMARINES NORTE STATE COLLEGE	ISO 9001:2015	01 100 1834850	FIRST SURVEILLANCE AUDIT

Item	Audit result
	<ul style="list-style-type: none"> • Number of Externally-funded Research Projects (Target=7 ; Accomplishment=9) • No. of Researches Completed within the year (Target=10 ; Accomplishment=9) • No. of Researches published in an International Referred / CHED accredited Journal (Target=10 ; Accomplishment=12) <p>ADMINISTRATION</p> <ul style="list-style-type: none"> • Percentage of Income Generated Fund from IGP (Business Related Income) to Total Subsidy from GAA (Target=5 ; Accomplishment=2.03 as of 13 Oct'22 from 3rd Quarter President's Report ~ 41%) • Percentage of Income Generated Fund from (IGP + Income from Tuition and other Fees) to Total Subsidy from GAA (Target=20 ; Accomplishment=13.36 ~ 67% as of 13 Oct'22 from 3rd Quarter President's Report) <p>BUDGET UTILIZATION RATE (BUR) = 49% Average as of Sept. 30, 2022 (from the 13 Oct'22 from 3rd Quarter President's Report)</p> <p>Specific objectives per College/Office are documented as Office Performance Commitment and Review (OPCR) and Individual Performance Commitment and Review (IPCR) which support CNSC's overall goals.</p>
Process control including outsourced processes	<p>The processes available in the organization have been identified and documented. Process workflows and interactions have been described and appropriately controlled. The processes are evaluated at regular intervals by means of key performance indicators.</p> <p>Key processes within the scope of product realization include:</p> <ul style="list-style-type: none"> • Instruction – Admission, Registration • Teaching – Qualification of the Faculty member assigned for the subject/activity; Availability of current and approved Curriculum; Availability and functionality of instructional materials and equipment, classrooms, laboratories and workshops; Availability of textbooks and other references; Syllabi which contains learning objectives, including number of contact hours with students • Examinations and Assessments – Including guidelines on Grading System, • Selection, Retention, Satisfactory progress of students; Administration of examinations for degree and non-degree programs • Graduation – The general policies and requirements for the retention and graduation of students • Post-Graduation <p>The following processes have been outsourced and are appropriately reviewed and controlled:</p> <ul style="list-style-type: none"> • Part Time Teaching and/or lecturing services • Materials, Supplies and Equipment Printing Press • Security and Janitorial Services • Contract of Service Personnel

Client	Standard	Certification Number(s)	Audit Type
CAMARINES NORTE STATE COLLEGE	ISO 9001:2015	01 100 1834850	FIRST SURVEILLANCE AUDIT

Item	Audit result
Risk-based thinking	<p>The requirements for risk-based thinking are being realized in the organization as follows:</p> <p>Risk-based thinking has been applied for the following processes:</p> <ul style="list-style-type: none"> • Instruction • Research and Extension • Production Services • Support Services <p>Examples of risks and opportunities of processes identified are:</p> <ul style="list-style-type: none"> • Non-approval due to submitted syllabus needing revision and updating of references, with curriculum map and aligning of PILO, CILO and ILO in the Learning Plan (R) • Non-attainment of RD&E and instruction targets due to multiple designations and tasks on top of instruction responsibilities (R) • Delay and late submission of class program, Teaching Load Notice (TLN) and syllabus (R) • Test content will not be evaluated by the Program Chairs (R) • Created the online appointment system with the assistance from MIS office to manage the client arrival flow (O) • Delayed Investigation Report (R) <p>Examples of measures taken to react on identified risks are:</p> <ul style="list-style-type: none"> • Close supervision of the Dean and Program Coordinator to ensure requirements are met • Creation of full-time Research and Extension Personnel • Conduct workshop on the preparation of Class Program • Submission of TOS and Term Exam two-week before the examination • Collecting unsullied information and evidences. Submission of the Incident/accident investigation report within 5 days following the incident <p>Examples of risks and opportunities concerning the context of the organization are:</p> <ul style="list-style-type: none"> • Course syllabus submission in bulk delays final review by VPAA • Limited space for the safe keeping of voluminous students' academic records • Internet Connectivity for Library use <p>Concerning risk based thinking the following tools are used:</p> <ul style="list-style-type: none"> • Risk and Opportunities Assessment Procedure • Risk and Opportunity Assessment (ROA) Worksheet • Monitoring of RTAPS, Contingency Plans and Opportunities

Client	Standard	Certification Number(s)	Audit Type
CAMARINES NORTE STATE COLLEGE	ISO 9001:2015	01 100 1834850	FIRST SURVEILLANCE AUDIT

Item	Audit result
Customer-related and other requirements	<p>The organization analyses and evaluates customer requirements and/or enquiries and any documented, assumed, statutory and regulatory requirements within the scope of a production and feasibility study performed in a team.</p> <p>The person who prepared the offer reviews the contract to ensure its compliance with the offer and documents this compliance in an order confirmation. The same procedure applies to amendments.</p> <p>The following process requirements significantly affect product or service quality:</p> <ul style="list-style-type: none"> • Faculty Loading • Design and Development of the Course Syllabus (Regulatory Requirements); Course Syllabus Evaluation and Improvement; Use of Detailed Plan for the Implementation of Flexible Learning; Modules and other relevant Instructional Materials and Course Packs) • Flexible Learning Management (Flexible Learning Strategies complementing OBE approach; Use of web-based educational materials and other available resources and opportunities for interaction; Delivery of the Modules and IMs/ Course Packs in the identified access point in the respective Municipality through a MOA signing with LGUs; Communication via SMS, email, chat, instant messaging for mentoring and feedba • Admission and Enrollment • Facilities Management (IT Infrastructure) • Learning Materials/Resources • Research and Extension Services • Industry Linkages <p>Key regulatory, statutory and customer-related requirements include:</p> <ul style="list-style-type: none"> • CHED Memorandum: Policies, Standards and Guidelines (per Program) • CHED Circulars • Civil Service Commission; Department of Budget and Management; Commission on Audit • Accrediting Agencies e.g. AACCCUP • RA 9184 Procurement Law • RA 9470 National Archives of the Philippines (NAP) • Bureau of Fire Protection (BFP), Department of Environment and Natural Resources (DENR) • LGU-IATF-DOH Guidelines <p><i>Note: Highlighted requirements have been added based on the completed questionnaires for the preparation of the quotation for this audit.</i></p>
Customer satisfaction and complaints	<p>The organization maintains documented and effective procedures governing the handling of information, data analyses, improvement actions and responses to customer feedback.</p> <p>The Student's Satisfaction Survey for the 2nd Semester 2021-2022 which illustrates the overall performance of CNSC as to its services to students were coming from the following services : admission, student records or registrar, guidance services, health</p>

Client	Standard	Certification Number(s)	Audit Type
CAMARINES NORTE STATE COLLEGE	ISO 9001:2015	01 100 1834850	FIRST SURVEILLANCE AUDIT

Item	Audit result																																				
	<p>services, library services, student publications, scholarships and student organization. Food services and sports services were not rated due to the non-availability of the services in view of the flexible learning module.</p> <table border="1"> <thead> <tr> <th>Institutional Services</th> <th>Assessment Weighted Mean</th> <th>Rank of Performance</th> <th>Qualitative Interpretation</th> </tr> </thead> <tbody> <tr> <td>Student Records</td> <td>4.55</td> <td>1</td> <td>Lubos na Epektibo</td> </tr> <tr> <td>Admission</td> <td>4.55</td> <td>1</td> <td>Lubos na Epektibo</td> </tr> <tr> <td>Library Services</td> <td>4.54</td> <td>2</td> <td>Lubos na Epektibo</td> </tr> <tr> <td>Guidance Services</td> <td>4.52</td> <td>3</td> <td>Lubos na Epektibo</td> </tr> <tr> <td>Student Publication</td> <td>4.52</td> <td>3</td> <td>Lubos na Epektibo</td> </tr> <tr> <td>Student Services</td> <td>4.51</td> <td>4</td> <td>Lubos na Epektibo</td> </tr> <tr> <td>Health/Clinic Services</td> <td>4.48</td> <td>5</td> <td>Lubos na Epektibo</td> </tr> <tr> <td>Scholarship</td> <td>4.46</td> <td>6</td> <td>Lubos na Epektibo</td> </tr> </tbody> </table> <p>The College President directed all concerned colleges and offices to sustain or better improve current ratings as documented in the Institutional Management Review of Oct 3-4, 2022.</p>	Institutional Services	Assessment Weighted Mean	Rank of Performance	Qualitative Interpretation	Student Records	4.55	1	Lubos na Epektibo	Admission	4.55	1	Lubos na Epektibo	Library Services	4.54	2	Lubos na Epektibo	Guidance Services	4.52	3	Lubos na Epektibo	Student Publication	4.52	3	Lubos na Epektibo	Student Services	4.51	4	Lubos na Epektibo	Health/Clinic Services	4.48	5	Lubos na Epektibo	Scholarship	4.46	6	Lubos na Epektibo
Institutional Services	Assessment Weighted Mean	Rank of Performance	Qualitative Interpretation																																		
Student Records	4.55	1	Lubos na Epektibo																																		
Admission	4.55	1	Lubos na Epektibo																																		
Library Services	4.54	2	Lubos na Epektibo																																		
Guidance Services	4.52	3	Lubos na Epektibo																																		
Student Publication	4.52	3	Lubos na Epektibo																																		
Student Services	4.51	4	Lubos na Epektibo																																		
Health/Clinic Services	4.48	5	Lubos na Epektibo																																		
Scholarship	4.46	6	Lubos na Epektibo																																		
Internal audit and management review	<p>The organization measures the implementation, maintenance and effectiveness of the management system by means of annually scheduled system audits. The organization reliably carried out these audits last August 24, 25, 26 and Sept 5, 2022 using CNSC-SP-QMS-08 System Procedure Manual on Internal QMS Audit, Rev 2, with effectivity date of 11 Nov '21.</p> <p>Composed of 6 Internal Audit Teams (from a total of 29 regular Internal Quality Auditors), the audit resulted to this Summary of Audit Findings:</p> <ul style="list-style-type: none"> ▪ Positive : 101 ▪ Observations : 558 ▪ Opportunity for Improvement : 415 ▪ Nonconformity : 24 <p>All nonconformities were already responded and accepted. However, these were still Open at the time of the audit until these will be re-audited and verified during the follow-up audit scheduled in Q1 2023.</p> <p>Top management reviews the organization's management system at regular intervals and in line with the requirements to ensure its continuous suitability, adequacy and effectiveness. The management review was carried out in accordance with the requirements and was effective</p> <p>Date of last management review: 3- 4 October 2022.</p>																																				
Use of certificate and logo	<p>The organization uses the logo and the certificate (e.g. on business cards, company brochures, websites etc.) in compliance with the requirements.</p>																																				

Audit Report

Client	Standard	Certification Number(s)	Audit Type
CAMARINES NORTE STATE COLLEGE	ISO 9001:2015	01 100 1834850	FIRST SURVEILLANCE AUDIT

Chapter of standard	4.1	4.2	4.3	4.4	5.1	5.2	5.3	6.1	6.2	6.3		
Rating *	1	1	1	1	1	1	1	1	1	1		
No. of nonconformity												
Chapter of standard	7.1	7.2	7.3	7.4	7.5	8.1	8.2	8.3	8.4	8.5	8.6	8.7
Rating *	1	1	1	1	1	3	1	3	1	1	1	1
No. of nonconformity						1		1				
Chapter of standard	9.1	9.2	9.3	10.1	10.2	10.3						
Rating *	1	1	1	1	3	1						
No. of nonconformity					1							

- * **Rating:**
- 1 = conforming
 - 2 = not audited in this audit
 - 3 = nonconformity (see nonconformity report)
 - 4 = not applicable