



**ACCOMPLISHMENT REPORT FOR CY 2022**

**I. ACTIVITIES**

- ISO 9001:2015 Awareness for new employees – by QMU Co Chair and Chair (March 2022)
- Face to Face 2nd Surveillance External Audit by TUVSud PSB Philippines (May 16, 2022)
- ISO 9001:2015 Awareness for new employees - by ISO Consultant (October 3, 2022)
- Failure Mode and Effect Analysis Workshop (October 10-11, 2022)
- Announcement of new Internal Quality Auditors – during Flag Ceremony (November 14, 2022)
- Internal Quality Objective Workshop (November 16-18, 2022)
- Full face to face 3-days Internal Quality Audit (November 21-23, 2022)

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**II. OUTPUTS**

- Monthly monitoring of Quality Objectives Performance Monitoring Graph per department for the met/unmet goals with a total of 8,012 Met Objectives across all departments whole year round.
- Release necessary Non Conformance and Corrective Action Report (NCAR) in order to investigate cases for unmet Quality Objectives with total of 52 Unmet across all departments with respective Recommended Actions addressed, evaluated and found to be effective to avoid repetition of case in the future.
- Continuous assistance in the control of newly approved and revised forms, work instructions and the likes.
- Continuous monitoring of all department's Risk Management, checking of recommended actions given by concerned department and monitoring on the target dates indicated in their FMEA. Verifying and re-rating RPN of certain risks which reached 6months after implementation. Ensuring that new recommended actions were given for still high RPN even after re-rating procedure.
- Conducts various meetings and coaching with different services and specific departments in preparation to the External Audit.
- Assists in facilitating different zoom meetings together with ISO Consultant.
- Releases NCARs and reviews action taken for the TUVSud External Surveillance Audit (Non Conformance and Improvement Findings). Submits TUVSUD Non Conformance Report answer from Emergency Service which considered closed by External Auditor, thus allowing the JRRMMC ISO Certificate to be retained.
- Updates the Masterlist and Personnel Order for ISO Focal Person and Internal Quality Auditors. Find replacement for those who have resigned, retired and graduated already.

**III. RECOMMENDATIONS/PLANS**

- ISO 9001:2015 Re Certification External Audit date 2nd Quarter of 2023.
- Full face to face Workshop Seminars and Meetings.
- Avoid updating of Quality Objective in the middle of the year to avoid confusion of process owners.
- QMU Secretaries should undergo proper training on how to monitor such documents and data to keep up with changes and be skilled enough handling such monitoring
- Additional permanent manpower for ISO in replacement of the previously resigned permanent staff.

Prepared by:

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*Send to CAO  
 via email  
 @ 2/20/23  
 c/o M' CARABA*

Noted by,

**JOSHUA A. MARCOS, MD, PAFP, MPH, MSC**  
 Chair, Quality Management Unit

