

INTERNAL QUALITY AUDIT

Ang QMS ay sumusunod sa konteksto ng PDCA (Plan-Do-Check-Act) Cycle. Isa sa pinakamahalagang aktibidad ng QMS ay ang Internal Quality Audit (IQA) bilang parte ng "Check". Ang unang IQA na ginanap sa ECI ay noong 2016, tatlong taon na ang nakalilipas. Nakita ng management na narapat lamang na gawin ulit ngayong taon ang IQA para masiguro kung ang mga proseso ng bawat departamento ay nakasunod pa sa QMS.

Noong May 15, 2019, pinangunahan ni Sir Henry Palaca ng Quality Plus ang unang session ng training ng mga Internal Auditors na binubuo ng mga QMS Councilors at Ambassadors. Sa training na ito finalakay ang mga konsepto ng IQA, mga roles ng Internal Auditors at kung paano ginagawa ang IQA mula planning at preparation hanggang reporting ng audit findings.



IQA Training – 1st session

Sinundan ito ng pangalawang session ng IQA training noong May 24, 2019 kung saan nagkaroon ng Mock Audit sa patnubay ni Sir AJ Jimenez ng Quality Plus. Dito nasubukan ng mga auditors kung paano gawin ang audit proper. Pagkatapos ng mock audit ay tinukoy ang mga strong points at points for improvement ng mga auditors. Sa araw ding ito pinagbotohan ng buong team ang Lead Auditor na siyang mamumuno sa buong IQA upang masiguro na ito ay magawa nang maayos.

Pagkatapos ng planning at preparation, naisagawa ang audit proper mula July 22 hanggang August 1, 2019. Nagkaroon ng IQA Deliberation para sa audit findings noong September 9-13. Naibigay sa mga Department Heads ang IQA findings noong huling linggo ng September. Ang lahat ng departments ay binigyan ng 30 days para sagutan ang CPAR (Corrective-Preventive Action Report) ng mga Audit Findings.



IQA Training – 2nd Session



IQA Training – Mock Audit



IQA Training – Mock Audit

AUDITEE'S CORNER

"The auditors were nice and focused on asking questions that are relevant to our process. The audit went on smoothly, the foods were okay."
-JOLINA NEPOMUCENO

"Maayos naman ang audit nila kaya lang medyo matagal sila matapos."
-DIANA MONTERO

"Para sa akin ok ang auditors kaso kinabahan lang ako noong una kasi English ang mga tanong nila, kaya tinagalag na lang nila. Medyo matagal kami natapos pero ok na din. At lahat ng mga forms namin tiningnan nila at logbook namin para malaman din nila kung tama yung proseso namin sa samples."
-MAY MAHINGA

"Malaki ang naitulong ng IQA para sa akin. Na-refresh ko ang lahat ng process. Naitama din ang mga mali naming sa procedures."
-RICO CARLO BASA

"It's a great learning experience. The auditors were nice and interactive. Hope to hear feedback and results from the auditors to improve our process."
-GEORGIE BAWIGA



"Mataas ang confidence ko that time na sagutin lahat ng itatanong sa akin. Ask lang, sasagutin ko yan. At mababait ang mga auditors."
-JOJO CERVANTES



"The audit was conducted by Sir Jasher and Adrian, it was very flawless. The questions were relevant on the context of my work. Though there is something wrong with the two CPARs given."
-BILLIE RAÑESES



"I don't feel bad to be audited, I appreciated it much for I know the process will improve. I was a little pressured on getting records from my files because I don't think I was prepared."
-JENNY MATUTINO

"The experience is ok. All the questions were professionally delivered based on my job procedure, work instructions and KPI. Also tackled some point of my process that I'm having a hard time with."
-MACE ALMASE

"It was great! At first medyo nakakakaba siya. First time ko kasi ma-audit. Pero nung nagstart na, ok naman pala! Malaki din naitulong sakín as auditee, nalaman ko kung ano ang kulang at kung ano pa dapat gawin para sa ikadadalí at ikaaayos ng work ko. Good job guys!"
-JENNA CABRERA

"The audit was good because I was able to discuss my concerns and I just hope that suggested solutions and policies would be strictly implemented."
-SUSAN EDUARDO





AUDITOR'S CORNER

"During IQA na apply ko po ang mga ginawa namin pag hahanda mula mock audit at pre IQA, pinag aralan namin ang proseso ng aming auditee. Sa buong experience ko marami po ako natutunan kaalaman sa pag audit, natutunan ko din po kung paano mas mapapadali at mas magiging epektibo ang mga proseso ng aming ino audit. Napakaganda oportunidad at experience ang mapasama sa IQA."
-ADRIAN TINSAY

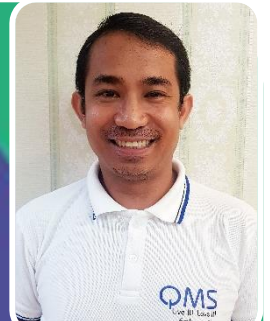
"Being an auditor is so much fun and exciting. Every meeting has new learnings. Every activity boosts our skills and confidence. It is a very nice experience and all the learnings are applicable not only in the workplace but also at home."
-FRED RUFINO

"I was a bit nervous because it's my first time to conduct a formal audit interview. I was also excited because I learned a lot on how to audit in actual. And I was also happy because the auditees are cooperative and supportive."
-MEL GAMILONG

"As an auditor during the IQA, it was challenging experience since most of my auditees are managers. I've learned something new from my co-auditors."
-MARIZZA DELA ROSA



Internal Quality Auditors



"In behalf of the IQA team, I would like to thank everyone for being cooperative during the audit. It was challenging both for auditors and auditees but we are doing this to ensure that the ECI system and processes are continuously improved."
-DEN MANACHO, LEAD AUDITOR



WELCOME TO THE TEAM!

NEW QMS COUNCIL & AMBASSADOR FOR SUPPLY CHAIN DEPARTMENT

From being a QMS Ambassador, Fred Rufino is now part of the QMS Council as he takes the position of Supply Chain OIC. The QMS Team welcomes Mace Almase, the new appointed QMS Ambassador of their department. Good luck to both of you!



"I'm excited for the new learnings; improvement and to share good knowledge for the company."

MACE ALMASE
Impex Specialist
Supply Chain



QMS COUNCIL ROLES:

- Department managers are also referred as steering committee who are responsible for the proper execution and conformance of processes and procedures, and other relevant matters pertaining to the strengthening of QMS in their respective departments.
- As the executive council of QMS, they have privilege to recommend or to propose procedures and policy for the improvement of QMS implementation especially in dealing external affairs such as customer's audit.
- They also have the authority to appoint or to re-appoint QMS ambassadors in their respective boundaries.

QMS AMBASSADORS ROLES:

The QMS ambassadors are the one next in-command of adhering and implementing quality management system in their respective departments by the guidance of QMR and QMS council.

- Participates as an auditor in IQA, 6S audit, GWP audit, and other preservation audits.
- Initiates the annual SOP review of their respective department in coordination to their respective heads.
- Promotes and monitors the adherence of good practices of proper documentation, 6S, GWP, QCC.
- Acts as adviser in their capacity to lead their department in conforming to standard operating procedures and other QMS productivity and improvement means and ways.

QMS DAY 10-POINT TARGETS

Update sa line-up of programs o "10-point targets" ng QMS sa 2019

NO.	ACTIVITIES	2019												REMARKS		
		Q1			Q2			Q3			Q4					
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC			
1	QMS DAY (QMS Ambassadors Presentation & Orientation for Proper Documentation)			4												DONE
2	6S Orientation			19												DONE
3	6S Campaign Rally (1S Sort)				1			1								DONE
4	QMS Ambassadors' Training (Internal Auditing Procedures)					15	24									DONE
5	IQA 2019							22-31	1							DONE
6	QC Tools Workshop															
7	QMS Surveillance Audit															
8	GWP Audit															
9	QCC															
10	QMS Annual Review / Departments' Review															

IQA FINDINGS SUMMARY

NOTE: Ang summary na ito ay base sa initial IQA findings. Ito ay maari pang magbago pagkatapos ng investigation ng department heads. Pwedeng maging invalid ang ibang finding.

DEPARTMENT	NO. OF PROCESS AUDITED	TOTAL CONFIRMITY	%	TOTAL OFI & NC	%
SUPPLY CHAIN	10	26	34.7%	49	65.3%
SALES & MARKETING	7	17	32.1%	36	67.9%
EXECUTIVE	3	17	31.5%	37	68.5%
REGULATORY	3	5	31.3%	11	68.8%
TECHNICAL SERVICES	6	16	26.7%	44	44.0%
FINANCE	4	7	17.9%	32	82.1%
ADMIN & IT	7	10	17.9%	46	82.1%
HR	8	15	16.3%	77	83.7%

LEGEND: OFI – Opportunity for Improvement
NC – Non-Conformity

