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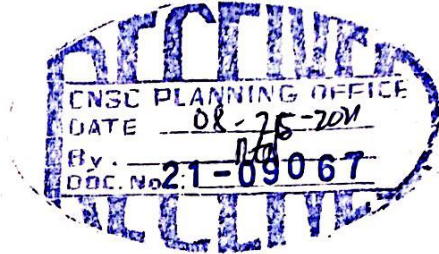
Republic of the Philippines
CAMARINES NORTE STATE COLLEGE
F. Pimentel Avenue, Brgy. 2, Daet, Camarines Norte, 4600 Philippines

OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS

Tel. No. (054) 721-2672, Local 123

August 26, 2021

ROGER JAY L. DE VELA, PhD
IPDO Director
This College

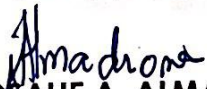


Sir:

Please find attached Surveillance Audit Report FY 2021 submitted by Dr. Dolores C. Volante, Director of QA, with the information that such will be posted on our website and emailed to the DBM representative.

Thank you.

Very truly yours,


ROSALIE A. ALMADRONES, PhD
Vice President for Academic Affairs



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Republic of the Philippines
CAMARINES NORTE STATE COLLEGE
F. Pimentel Avenue, Brgy. 2, Daet, Camarines Norte

QUALITY ASSURANCE OFFICE

August 27, 2021

ROGER JAY L. DE VELA, Ph.D.
IPDO Director/PBB Focal Person

Thru: **ROSALIE A. ALMADRONES, Ph.D.**
VP for Academic Affairs

Dear Dr. Almadrones;

In response to the IPDO Director's request, I am pleased to forward to you the Surveillance Audit Report FY 2021, which will be posted on our website and emailed to the DBM representative.

I hope you find everything in order. Thank you very much.

Respectfully yours,

Dolores C. Volante
DOLORES C. VOLANTE, Ph.D
Director, QA

CAMARINES NORTE STATE COLLEGE
OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS
RECEIVED
By: KRM Date: AUG 26 2021 Time: 1:02
Transaction No: 1003116

Initial Remote Audit Summary Report

Company Name : Camarines Norte State College

Address : Site1/HQ: F. Pimentel Ave., Brgy. 2, Daet, Camarines Norte, 4600, Philippines
 Site2: Sitio Lobo, Brgy. Tabugon, Sta. Elena, Camarines Norte, 4611, Philippines
 Site3: P-2, Brgy. Talobatib, Labo, Camarines Norte, 4604, Philippines
 Site4: Purok 1A, Brgy. San Roque, Mercedes, Camarines Norte, 4601, Philippines
 Site5: Orange Hill, South Poblacion, Jose Panganiban, Camarines Norte, 4606, Philippines
 Site6: J. Lukban Extension, Brgy. 2, Daet, Camarines Norte, 4600, Philippines

Attention : Rusty G. Abanto, PhD – President
 Dolores C. Volante, Quality Management Representative

Audit Team : Zenaida Cruz, Jorgina Mendiola, Lionell Aala

Standard / Audit Type : ISO9001:2015 / Second Follow-Up Audit

Audit Date : 2021 January 19-20

Audited Sites/Scope : Provision of Higher and Advanced Education, Research, Extension and Production Services

In the audit, the actual process flow of sample operations was examined in individual areas of the company. In doing so, the auditors reviewed the conformity of the process flows with the requirements of the standard and the descriptions in the management documentation. This audit was performed on the basis of random samples, including interviews and examination of the appropriate documents.

All information gained during the audit will be treated with strict confidentiality by the audit team 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.

1. Positive Observation

No.	Unit/Department Site	Positive findings
General		

1	Library	<p>Maximize utilization of various multimedia platform for easy access of students on different reference materials and to align with new normal</p> <ul style="list-style-type: none"> - Library FB Account - Pagebook CNSC Main Library with available Open Education Resources (EOR)
Site 1 - Main Campus		
2	Top Management	<p>Assistance extended to employees during pandemic to combat spread of COVID 19 and align with new normal process</p> <ul style="list-style-type: none"> - Provision of shuttle service utilizing CNSC vehicles for employees reporting to office –up to present - Provision of cell card to all faculty staff - alternative work arrangement - strict health protocol (provision of necessary PPE's , etc) <p>Massive implementation of infrastructure projects:</p> <ul style="list-style-type: none"> • Rehabilitation of Social Hall Central Business Processing Center • Rehabilitation of student canteen in selected campuses • Construction of covered court • Completion of entrance pavilion & entrep building (Central Processing Business Center) • Construction of Alumni Building • Centralized Power House 2MVA with Primary and Secondary Lines(Phase 1) • Completion of Food Service Laboratory and Business Incubation Center • Completion of Computer Studies Building (ICS) • completion of Academic building – Entienza ,Labo and Abaño Campus • Construction of Canteen
3	Awards and Recognitions	<p>Commendations on the following received awards and recognitions:</p> <ul style="list-style-type: none"> • DTI Consumer Protection Champion • BSP Naga Stakeholders Award 2020 (Parangal Para Sa Mga Katuwang Sa Lingkod Bayan) • Camarines Norte Provincial Disaster Risk Reduction & Climate Change Adaptation Skill Olympics Champion • 2020 Government Best Practice Recognition (GBPR) Winner: Electronic Budget Planning Process (eBPPro) version 2.0

4	Continual Improvement	<p>The following Continual Improvement activities are commendable:</p> <ul style="list-style-type: none"> • Establishment of Learning Management System • Increase Memorandum of Agreements with participatory rapid rural appraisal tie-up with various government agencies • Increased in Intellectual Property filings/application (patents, utility models, Ind. Designs and copyrights) • Increased adopters engaged in profitable enterprises, viable demonstration projects and extension capability enhancements • Ensure continuity of HR Development in the new normal through virtual Orientation and Reorientation to employees and Gintong Parangal using digital platform • Increased number of faculty involved in conducting researches and completed relevant researches (national and international) • Increased linkages/partnership with other organizations or educational institution; • Increased persons trained by length of training through local and international training/activity and webinars
5	CSR Activities	<ul style="list-style-type: none"> • Extended assistance to victims of Taal Volcanic Eruption, marginalized sectors seriously affected by the lockdown and typhoons that struck Bicol Region. • Extended its support through donation of in-kind and cash to selected beneficiaries in the entire province of Camarines Norte • Served as Community Isolation Unit in partnership with Local Government Units during the COVID-19 Enhanced Community Quarantine
Site 6 – Abaño Campus		
6	Library	Rank 1 – in College of Education Evaluation of Student Services in 1 st and 2 nd Sem SY2019-2020

2. Opportunities for improvement

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		
1	Internal Audit	<p>Need to conduct a more thorough root cause analysis on the identified nonconformity to get the real root cause of the problem so that appropriate corrective action maybe established to prevent recurrence. (e.g SIR No. 20-1A-017)</p> <p>Review required lead time on the submission of accomplished SIR for proper implementation.</p>
2	Human Resource Development	HRMIS is on –going, target to roll out this year. Progress will be checked next visit.
3	Main Campus - Production	Legal documents such as Certificate of Occupancy for Dorm and Business permit for Hostel facility will be checked next visit.
Site 2 - Entienza Campus		

4	Guidance, Testing, and Admission	Consider enhancing quality objective relevant to issuance of Good Moral character. (e.g. include required lead time) Ensure consistency in marking submitted required documents in Admission Slip.
5	Learning and Development	Ensure to consistently indicate overall rating in Quantified Evaluation Metrics for appropriate action as necessary.
6	Entienza Campus - Library	May need to install a fire extinguisher inside the temporary library.
Site 3 - Labo Campus		
7	Supply and Property Management Office	Need to review consistency of date indicated on transmittal letter with Physical Count Property Plant and Equipment Report (PCPER) e.g. Transmittal letter is Dec. 2, 2020 while the PCPER is dated Dec. 30, 2020
Site 4 – Mercedes Campus		
8	Learning and development	Consider reviewing and improving Quantified Evaluation Metrics (QEM) relevant to average rating (redundant)
9	Mercedes Campus - Production	Calibration / verification of refractor and weighing scale use for monitoring will be checked next visit
Site 5 – Jose Panganiban Campus		
10	Guidance, Admission and Testing	- Consider enhancing designation memorandum to include other regular activity, (e.g. issuance of Good Moral Certificate), and likewise ensure timely issuance. (Effectivity : June 30, 2020 , Received 10/10/2020)
11	Supply and Property Management Office	- Ensure timely submission of Report of Physical Count of Property Plant and Equipment.
Site 6 – Abaño Campus		
12	Supply and Property Management Office	- Ensure to fill out all information required on Property Acknowledgement for reference and traceability in the future.
General		
13	Library	Integration of new normal process in the Library Manual is on-going. Progress will be followed through next visit

14	<p>General – Instructional Design, Development, Review, Evaluation and Delivery, including Resource/ Learning Materials Development</p>	<p>The conduct of Class Observation including the use of modified tool to align with the type of learning modality is underway. This will be verified next audit.</p> <p>(Distribution of Modules) Ensure to keep/retain records of distributed and received Learning Materials for traceability purposes. Also, determine retention and disposition of these records.</p> <p>Ensure to document all digital learning resources and references (E.g. Spanish.org), including its review of terms and conditions, when required to "Sign In". This is to determine its suitability for classroom use and individual use of students during asynchronous learning and submission of outputs. (E.g. YT, Vimeo, and the likes).</p> <p>To verify TOS (Table of Specification) hours allocated/ contact hours delivered, may streamline all documentation used as reference during checking/review by the Program Chairs. To date, the following documents are used: Syllabi/ Teaching Load Notice/ Class Program/ CSR (Certification of Services Rendered)/ Flexible Learning Monitoring Form, to align monitoring of classes delivered synchronously/ asynchronously/ via LMs (Learning Materials) for traceability purposes.</p> <p>Since, Mid Term and Final Term examinations were delivered via "best alternatives in assessing the performance of their students" (Ref. Administrative Memorandum No.93, s.2020, Implementing Guidelines on the Lifting of Academic Break and on How to End the First Semester AY2020-2021), may review the applicability of the Table of Specification in the design of the "Alternative Assessment" to determine realization/ attainment of competencies and learning outcomes identified.</p> <p>May consider to coordinate with Research and Development Office to ensure Learning Material verbatim that is copied/pasted from a source is directly credited.</p> <p>Ensure to include risk items relative to the current mode of Instructional Delivery.</p> <p>Class Observation:</p> <ul style="list-style-type: none"> - May need to check conduct of Class Orientation with focus on how the Quality and Environmental Policy is presented and explained to the students. - May consider inclusion of assessment (in the Syllabi) for Subjects with required Laboratory Work. - May consider to add safety protocols for conduct of Synchronous Class.
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3. Nonconformity

No.	Clause # / Discussed with	Description / Statement of the Nonconformity.
	NIL	not applicable

4. Audit Conclusion

<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 corrective action associated therewith verified.
<input checked="" type="checkbox"/>	The current audit revealed the following nonconformities: Standard(s): No. of nonconformities ISO 9001: 2015 major (0), minor (0)
<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 standard(s).

Recommendation

<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.

Dates

Due Date for the next audit

2021-11-22 (-3months/+0 days)

Agreed date for the next audit

2021-10

2021 January 20

Date

Zenaida Cruz , Jogina Mendiola , Lionell Aala

Audit Leader / Auditor(s)



TÜVRheinland®

Precisely Right.

01 100 1834850

Audit Report as per

ISO 9001:2015

for

Camarines Norte State College

F. Pimentel Avenue, Brgy. 2, Daet, Camarines Norte, 4600, Philippines

Client	Standard(s)	Certification Number(s)	Audit Type
Camarines Norte State College	ISO 9001:2015	01 100 1834850	Surveillance Audit 1

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2.2	Scope of certification.....	4
3	Changes in the management system / Contract review.....	5
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5	Dates.....	19

<input type="checkbox"/>	The audit was conducted at the premises of the client on the dates indicated. The conditions and locations covered are those stated in the scope of the audit.
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2 Scope

2.1 Description of the organization

The scope of the audit was defined in accordance with the contract and the audit program. The audit was conducted at the premises of the client on the dates indicated. The conditions and locations covered are those stated in the scope of the audit.

Client	Standard(s)	Certification Number(s)	Audit Type
Camarines Norte State College	ISO 9001:2015	01 100 1834850	Surveillance Audit 1

Audit Leader : John Francis L. Faustorilla Jr
Audit Team : Jogina Mendiola, Xylene Tagorio
Client's representative : Rusty G. Abanto, PhD – President
 Dolores C. Volante, Quality Management Representative
Audit Date : November 20, 2019 – November 22, 2019

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 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 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 the following nonconformities: <table border="0" style="width: 100%;"> <tr> <td style="width: 60%;">Standard(s):</td> <td>No. of nonconformity</td> </tr> <tr> <td>ISO 9001</td> <td>Zero (0)</td> </tr> </table>	Standard(s):	No. of nonconformity	ISO 9001	Zero (0)
Standard(s):	No. of nonconformity				
ISO 9001	Zero (0)				
<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:..ddmmyyy)				
<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 stand-				

The auditors therefore recommend:

<input checked="" type="checkbox"/>	Award of the new certificates.
<input type="checkbox"/>	Maintenance of the existing certification.
<input checked="" 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.

Client	Standard(s)	Certification Number(s)	Audit Type
Camarines Norte State College	ISO 9001:2015	01 100 1834850	Surveillance Audit 1

- Site 2: Entienza Campus, Ret. Judge Antonio C. Entienza Campus, Sta. Elena, Camarines Norte, 4611
- Site 3: Labo Campus, Brgy. Talobatib, Labo, Camarines Norte, 4604
- Site 4: Mercedes Campus, Purok 1A, Brgy. San Roque, Mercedes, Camarines Norte, 4601
- Site 5: Panganiban Campus, Orange Hill, South Poblacion, Jose Panganiban, Camarines Norte, 4606
- Site 6: Abaño Campus, Cor. J Lukban and Vivencio Street, Brgy. 2, Daet, Camarines Norte, 4600

- Addition of the scope of certification: Production Services

Site 1: **Main Campus
F. Pimentel Avenue, Brgy. 2, Daet, Camarines Norte – 4600, Philip-
pines**

Scope: **Provision of Higher and Advanced Education, Research, Production
and Extension Services**

Curricular Offerings: **Graduate School**
Master in Public Administration
Master in Management: Major in Human Resource Management
Educational Planning and Management
Master in Business Administration

College of Business and Public Administration

Bachelor of Science in Business Administration

Major in: Business Economics

Marketing Management

Human Resource Management

Financial Management

Bachelor in Public Administration

Bachelor of Science in Hospitality Management

Bachelor of Science in Accountancy

Bachelor of Science in Office Administration

Bachelor of Science in Entrepreneurship

College of Arts and Sciences

Bachelor of Science in Development Communication

Bachelor of Science in Applied Mathematics

Bachelor of Science in Biology

Bachelor of Arts in English Language Studies

Bachelor of Arts in History

Bachelor of Arts in Sociology

College of Engineering

Bachelor of Science in Civil Engineering

Bachelor of Science in Electrical Engineering

Bachelor of Science in Mechanical Engineering

Institute of Computer Studies

Client	Standard(s)	Certification Number(s)	Audit Type
Camarines Norte State College	ISO 9001:2015	01 100 1834850	Surveillance Audit 1

On July 23, 1991, then Congressman Renato M. Unico, Sr. introduced House Bill No.31647 in the House of Representatives. The bill was signed into law by then President Corazon C. Aquino in 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 finds thereof."

The Main Campus. Located in Daet, the Main Campus has a total land area of 8.33 hectares of which 6,016 hectares are presently occupied. The entire area is generally flat and a major portion is low-lying because the site was historically swampy and planted with rice. It is traversed along its perimeter by Mabulao Creek. The entire campus is prone to flooding due to runoff water from rain and low elevation.

The ground floors of old buildings are below the surface level of the road. Buildings are constructed without a pattern; thus the site development cannot be described whether it is lineal, concentric or clustered.

The main campus houses three colleges – College of Arts and Sciences, College of Engineering and College of Business and Public Administration) and one institute (Institute of Computer Studies which is in this plan, is transformed into the College of Information and Communications Technology). The ICS is the smallest of these colleges on terms of enrollment and area.

CNSC Vision

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

CNSC Mission

The Camarines Norte State College shall provide higher and advance studies in the fields of education, arts and science, 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.

2.2 Scope of certification

Scope of certification: (per standard):	Provision of Higher and Advanced Education, Research, Extension and Production Services
ISO 9001 standard requirements which are not applicable:	N/A
Reasons for non-applicability:	N/A

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 school operates from Monday to Saturday, 8am to 5pm for classes and 7am to 6pm for offices.

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	Stand-ard(s)	Au-dited
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Client	Standard(s)	Certification Number(s)	Audit Type
Camarines Norte State College	ISO 9001:2015	01 100 1834850	Surveillance Audit 1

01	Camarines Norte State College F. Pimentel Ave., Brgy. 2, Daet, Camarines Norte, 4600	278 (at the time of the audit)	Provision of Higher and Advanced Education, Research, Extension and Production Services	ISO 9001:2015	<input checked="" type="checkbox"/>
02	Camarines Norte State College - Entienza Campus Sitio Lobo, Sta. Elena, Camarines Norte, 4611	19 (at the time of the audit)	Provision of Higher Education and Extension Services	ISO 9001:2015	<input checked="" type="checkbox"/>
03	Camarines Norte State College - Labo Campus - College of Agriculture and Natural Resources (CANR) P-2, Brgy. Talobatib, Labo, Camarines Norte, 4604	46 (at the time of the audit)	Provision of Higher Education, Research, Extension and Production Services	ISO 9001:2015	<input checked="" type="checkbox"/>
04	Camarines Norte State College - Mercedes Campus - Institute of Fisheries and Marine Sciences (IFMS) Purok 1A, Brgy. San Roque, Mercedes, Camarines Norte, 4601	25 (at the time of the audit)	Provision of Higher Education, Research, Extension and Production Services	ISO 9001:2015	<input checked="" type="checkbox"/>
05	Camarines Norte State College - Jose Panganiban Campus - College of Trade and Technology (CoTT) Orange Hill, South Poblacion, Jose Panganiban, Camarines Norte, 4606	35 (at the time of the audit)	Provision of Higher Education and Extension Services	ISO 9001:2015	<input checked="" type="checkbox"/>
06	Camarines Norte State College - Abaño Campus - College of Education (CoEd) J. Lukban Extension Avenue, Brgy. 2, Daet, Camarines Norte, Philippines, 4600	58 (at the time of the audit) Total: 464 (at the time of the audit)	Provision of Higher Education, 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:

- Addition of the following sites in the scope of certification:

Client	Standard(s)	Certification Number(s)	Audit Type
Camarines Norte State College	ISO 9001:2015	01 100 1834850	Surveillance Audit 1

Bachelor of Science in Information Technology

Site 2: Abaño Campus - College of Education (CoEd)

J. Lukban Extension, Avenue, Brgy. 2, Daet, Camarines Norte – 4600, Philippines

Scope: Instruction, Research and Extension Services

Curricular Offerings: Bachelor in Secondary Education

Major in:

English, Filipino, Mathematics, Science and Social Studies

Bachelor in Elementary Education

Bachelor of Technology and Livelihood Education

Bachelor of Physical Education

Site 3: Mercedes Campus - Institute of Fisheries and Marine Sciences (IFMS)

San Roque, Mercedes, Camarines Norte – 4601, Philippines

Scope: Instruction, Research, Extension and Production Services

Curricular Offering: Bachelor of Science in Fisheries

Site 4: Labo Campus - College of Agriculture and Natural Resources (CANR)

P-2, Brgy. Talobatib, Labo, Camarines Norte – 4604, Philippines

Scope: Instruction, Research, Extension and Production Services

Curricular Offerings: Bachelor of Science in Environmental Science

Bachelor of Science in Agricultural and Biosystems

Engineering

Bachelor of Science in Agriculture majors in:

Crop Science

Animal Science

Site 5: Jose Panganiban Campus - College of Trade and Technology (CoTT)

South Poblacion, Jose Panganiban, Camarines Norte – 4606, Philippines

Scope: Instruction and Extension Services

Curricular Offerings: Bachelor of Technical-Vocational Teacher Education

Major in:

Garments, Fashion and Design

Food and Service Management

Automotive Technology

Electrical Technology

Bachelor of Science in Industrial Technology

Major in:

Client	Standard(s)	Certification Number(s)	Audit Type
Camarines Norte State College	ISO 9001:2015	01 100 1834850	Surveillance Audit 1

*Automotive Technology
Electrical Technology
Computer and Electronics Technology*

Site 6: Entienza Campus
Sitio Lobo, Tabugon, Sta. Elena, Camarines Norte – 4611, Philippines

Scope: Instruction and Extension Services

*Bachelor of Secondary Education
Major in:
English
Mathematics
Bachelor of Elementary Education
Bachelor of Science in Entrepreneurship (Agricultural Production Track)*

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.

A corresponding printing request is attached.

The audit plan was not changed during the audit.

4 Audit findings

The audit findings related to the audited standards 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 auditors 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

Audit Report



Client	Standard(s)	Certification Number(s)	Audit Type
Camarines Norte State College	ISO 9001:2015	01 100 1834850	Surveillance Audit 1

1	Main Campus – Awards and Recognitions	<p>3RD Place Registered Electrical Engineering Licensure Examination w/ an exemplary performance of 97.92% - (September 2019 Registered Electrical Engineering Licensure Examination) - Professional Regulatory Board of Electrical Engineering</p> <p>8th Place Licensure Examination for Mechanical Engineers- 90.91% - (August 2019 Licensure Examination for Mechanical Engineers) - Professional Regulatory Board of Mechanical Engineering</p> <p>Exemplary Passing Performance of 100% - Professional Regulatory Board of Electrical Engineering</p> <p>Champion- 19th Regional Math Wizard - Institute of Integrated Electrical Engineers of the Philippines., Inc.</p> <p>CHAMPION – 32nd National Quiz Show, 20th IIEE National Student Convention - Institute of Integrated Electrical Engineers of the Philippines., Inc.</p> <p>4th Placer Electrical Engineering Licensure Exam -Engr. John Rocel Anim Perez - Professional Regulatory Board of Electrical Engineering</p> <p>Best Paper Award – Engr. Leo Agustin. Vela – 3rd Australia and New Zealand Conference on Advanced Research (ANZCAR 2019) - Asia Pacific Institute of Advanced Research</p> <p>Best Research Presenter – Dr. Analyn D. Ramos - 2019 World Interdisciplinary Research Conference</p> <p>Faculty Exchange in Asia Summer Program (ASP) – Dr. Gehana D. Lamug - Petra Christian University</p> <p>Faculty Exchange in Asia Summer Program (ASP)- Ms. Rhodaviv Avila - Petra Christian University</p> <p>Recipient of Nuffic Orange Scholarship – Ms. Melissa S. Carbonell - Wageningen Centre for Development Innovation</p> <p>Paper Presenter- Dr. Melanie D. Bacuño – 27th AMIC Annual Conference - Chulalongkorn University</p> <p>Best Paper - Engr. Cesar B. Bermundo - 1st International Conference on Interdisciplines</p> <p>Commendation as 3rd Placer in the 2019 ELECTRICAL ENGINEERING LICENSURE EXAMINATION - Municipality of Daet</p> <p>Government Quality Management Committee (GQMC) Award - 7th Recognition Ceremony and Public Sector Quality and Productivity Improvement Forum</p>
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Audit Report



Client	Standard(s)	Certification Number(s)	Audit Type
Camarines Norte State College	ISO 9001:2015	01 100 1834850	Surveillance Audit 1

		<p>Seal of Good Implementation of Students' Grant –In-Aid Program for Poverty Alleviation (SGP-PA) - Commission on Higher Education</p> <p>1st Runner Up – Partner Member Agency in the Implementation of the TECHNO GABAY PROGRAM - Bicol Consortium for Agriculture Research & Resources, Bicol University</p> <p>GAWAD KALASAG Award- Best School- Higher Education Institution Category - RDDMC & NDDRC</p> <p>PROMPT PAYOR - Camarines Norte Electric Cooperative</p> <p>Industrial Design – Briquette by Ms. Michelle Carbonell No. 3-2019-00264 - Intellectual Property Bureau of Patents</p> <p>Industrial Design - Briquette Molder by Ms. Michelle Carbonell No. 3-2019-00265 - Intellectual Property Bureau of Patents</p> <p>Data Analytics in the Utilization of ICT for Disaster Preparedness Plan of HEIs Region V - SCOPUS Indexed Journal of Engineering & Technology</p> <p>Highest Audit Rating - Commission on Audit</p> <p>CSC Regional & National Bronze Award on PRIME-HRM - Civil Service Commission</p> <p>2nd Placer Regional Sustainable and Echo-Friendly 2019 - Department of Environmental Management Bureau</p> <p>Certificate of CommTech Camp Insight 2019- Adrian Daniel - CommTech Camp Insight 2019, Surabaya Indonesia</p>
2	Abaño Campus – Awards and Recognition	<p>Best Research Presenter - 2019 World Interdisciplinary Research Conference</p> <p>Best Oral Presenter – Dr. Edgar P. Aban - LUMINA Foundation for Integral Human Development Inc.</p> <p>Best Research Presenters – Dr. Edwin R. Ichiano, Dr. Dolores C. Volante - 2nd Asian Conference on Educational Development</p>
3	Labo Campus – Awards and Recognition	<p>Technical Paper Presenter - Ariel L. Balean (April 2019) - Philippine Society of Agricultural & Biosystems Engineers</p> <p>Paper Presenter – Dr. Ricardo D. Diño, Engr. Lemuel V. Aton - 16th PSABE International Convention</p> <p>8th Rank Agricultural Engineering - Professional Regulatory Board</p>
4	Guidance, Testing and Admission	The partial deployment of the electronic registration and online filing are noteworthy.
5	Main Library	The improvements in the library, including introduction of learning commons are commendable.

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6	Recognitions/ Awards - Entienza	<p>The following awards and appreciations are commendable.</p> <ul style="list-style-type: none"> - Certificate of Appreciation for having hosted Massive Open Online Course (MOOC) Camps, for the period 14 January 2019 – 18 February 2019, as presented by the Regional English Language Office at the Embassy of the United States in the Philippines, for the following: <ul style="list-style-type: none"> ➤ English for Business and Entrepreneurship ➤ English for Career Development ➤ English for Media Literacy - Certificate of Appreciation for having hosted Massive Open Online Course (MOOC) Camps, for the period 15 October 2018 – 19 November 2018, as presented by the Regional English Language Office at the Embassy of the United States in the Philippines, for "Professional Development for Teachers Trainers". - Won the following during the Balatik 2019 <ul style="list-style-type: none"> ➤ Unang Gantimpala <ul style="list-style-type: none"> ✓ Logo Making ✓ Popularity Award Cosplay ➤ Pangalawang Gantimpala <ul style="list-style-type: none"> ✓ Spoken Poetry ✓ Dagliang Talumpati ➤ Pangatlong Gantimplala <ul style="list-style-type: none"> ✓ Sabayang Pagbigkas <p>Pagsulat ng Tula</p>
7	Facilities	The improvement in the facility to support PWD students is noteworthy.
8	Student Services Satisfaction Survey - Entienza	<p>2nd Sem AY 2018-2019 results shows a grand mean of 4.023 for the three programs.</p> <ul style="list-style-type: none"> - Entrep > 4.444 - BEEd > 4.389 - BSEd > 4.023
9	Student Enrollment - Entienza	Increase in the total enrolees by 45% from 2nd Sem AY 2018-2019 to 1st Sem AY 2019-2020.

The following recommendations and opportunities for improvement provided by the auditors are intended to contribute to the continuous improvement of the management system.

No.	Unit/Department Site	Recommendations and opportunities for improvement
Common		

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1	Curriculum Course and Instructional Design and Development	<p>There is a need to review the conduct of Consultation Hours as stated in each Syllabus; likewise, may need to check the effectiveness of the said activity.</p> <p>The Syllabus Course Policies, directs that, grades are to be computed per rating period to present a TG (Tentative Grade) and FG (Final Grade), there is a need to ensure that these are effectively managed i.e. accurately recorded and verified.</p> <p>Monitoring of instruction delivery be established, i.e. document traceability, especially for planned absences by the Faculty and unforeseen suspension of classes due to force majeure.</p> <p>Since Learning Outcomes are best indicated by student performances, ensure Rubrics for assessment be presented consistently to class; likewise, these may be attached to the Syllabus which may be verified (by the Program Chair) for a better formative assessment.</p> <p>Ensure to review curriculum mapping, such that all program outcomes, course outcomes, and learning plan inputs are aligned. There are sampled course learning outcomes that are not appropriate or does not match the curriculum map but are being managed. The results of the actions taken to address these issues will be checked during the next audit. (e.g. BSIT Program, BTVTed Program, 6.1 & 6.2 Program Outcomes mapping, Creation of Appropriate Course Outcomes based on the level of competency expected per course vis-à-vis program outcomes [I,E,D or I,P,D], alignment with Learning Plan Assessment Tasks, etc).</p> <p>Review vertical articulation and horizontal articulation of course outcomes and requirements in light of outcomes-based education, such that the streamlining may improve the unnecessary high volume of requirements for both the teachers and the students. The results of these streamlining activities will be checked during the next audit.</p>
Site 1 Main Campus		
2	Internal Audit	<p>Review timing and auditor assignment in audit planning to provide more effective audit time for each area.</p> <p>Review consolidating requirement on different standards, accreditation and statutory and regulatory requirements.</p> <p>Review capacity building on auditor competencies on technical/industry, statutory and regulatory requirements. (e.g. ASEAN 4.0, new laws, etc).</p>

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3	Classroom Observation – GEC 7 Ethics	<p>Review current strategies in instruction to be more engaging (e.g. flipped classroom, case-based methods, etc).</p> <p>PowerPoint slides mainly contained paragraphs and are too wordy.</p> <p>The PowerPoint slides were barely used in the class during the observation.</p> <p>Ensure teachers are able to properly catch up topics based on syllabus (observed topic is still a around week 9-10, but currently topics should be at around week 15).</p>
4	Classroom Observation – GEC 5 Art Appreciation	Teacher uses criteria, but has no actual rubrics used for grading students for their activity at the time of the audit.
5	Classroom Observation. – Socio Elec 1 Social Psychology	<p>The noise from the road or from other classes can be heard inside the room.</p> <p>The teacher asks for inputs from students but failed to link their inputs to the definition of aggression presented in class.</p> <p>The student was asked to read the text on the PowerPoint slide, but had difficulty reading the text / words as they are text that are small for him to read from his location.</p> <p>While the teacher is discussing hostile aggression in class, a student blurted out “boxing” as an example, but the teacher did not process this input from the student and may misinterpret boxing as synonymous as aggression.</p> <p>Boxing was significantly included in the examples of hostile aggression, but the operative definition of hostile aggression is “physical or verbal interactions aimed to various target but not directly connected to task accomplishment”.</p>
6	Curriculum Design and Development	<p>Ensure to review curriculum mapping, such that all program outcomes, course outcomes, and learning plan inputs are aligned. There are sampled course learning outcomes that are not appropriate or does not match the curriculum map but are being managed. The results of the actions taken to address these issues will be checked during the next audit. (e.g. 6.1 & 6.2 Program Outcomes mapping, Creation of Appropriate Course Outcomes based on the level of competency expected per course vis-à-vis program outcomes [I,E,D or I,P,D], alignment with Learning Plan Assessment Tasks, etc).</p> <p>Review vertical articulation and horizontal articulation of course outcomes and requirements in light of outcomes-based education, such that the streamlining may improve the unnecessary high volume of requirements for both the teachers and the students. The results of these streamlining activities will be checked during the next audit.</p>
7	Research	<p>Ensure managed risks are still retained in the revised ROA.</p> <p>Review including identified research opportunities on 4th Industrial Revolution on ROA or other relevant documentation.</p>

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8	Extension	Review development of master plan to consolidate all development plans for all extension activities and beneficiaries. Likewise, review consolidating impact evaluation for these extension efforts to target individuals, families, communities and/or population groups.
9	Admission	Review possibility of generation of your own psychometric assessment for admission test purposes, including computer-based entrance examination.
10	Library	Review measures to improve utilization and contribution of library resources to formal and informal competency development (e.g. electronic resources, new titles, etc).
11	Document Control	Review operational controls of documented information on electronic systems created (e.g. online registration system, online filing system, etc).
12	Human Resource and Development	May include outcomes (e.g. reentry plan / action plans that are appropriate for their position (e.g. teaching personnel → instruction, nonteaching personnel → process improvement). Review harmonizing with different delivery units the industry competency requirements, professional standards, society standards, PQF, AQR, statutory and regulatory requirements, among others.
13	Production	Review defining competency statements / requirements for career paths of personnel in production and industry partners that will be contributory to the growth of the unit.
14	Supply and Property Management Office	To consider collating the results of the evaluation per PO, per supplier and come up with the summary of performance periodically.
15	Facility Management Unit	Updated communication and activities were presented. Awaiting for the release of ECC and PTO for Gensets 225 and 250 kVA; this will be checked next visit.
16	Security and Safety Management Unit	To consider regular evaluation of the performance of the security prior the end of the contract
17	Motorpool	Ensure updated TESDA NCII Certificate of one appointed Driver last July 3, 2019 (NCII Cert 12050202001337 Issued July 18, 2012, and valid until July 18, 2017)
18	OSSD	(Student Organization) May establish timeliness of issuances of Designation/Appointment for Student Organization (SDO) May review the number of respondents of the evaluation per SDO implemented activity (CPAU) Ensure evaluation for all CPAU implemented activities are retrieved. E.g. 12 th Hayag Festival Evaluation Forms have not been retrieved.
Site 2 Entienza Campus		

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19	Classroom Observation	<p>The following were observed:</p> <ul style="list-style-type: none"> - Attendance check: Actual students present were 20, and the Instructor only asked "who is absent?" which the students confirmed that only 1 was absent. However, upon checking in the Enrolment Info Sheet, total number of students for the program is 22 students; thus, there were two students absent. Ensure that correct checking and recording is applied; considering in the grading system, attendance is one of the factors (5%). - Powerpoint presentation (color of the template and font) used for AGRI 101 Class may be improved so that it is clearly readable by all students, even those at the back. - There are posted Vision, Mission and Quality Policy inside the classroom; however, it is too high that it can no longer be readable. <p>Records for Make-up / Remedial Classes was sampled reference to the form 'arrangement of a class to be missed'. However, may ensure changes in the timing of the delivery of lessons are monitored and recorded.</p> <p>Need to establish the process of review and approval on the use of materials / powerpoint presentations.</p> <p>The behaviour factor of 'Stress Tolerance' rated in the TER (Teaching Efficiency Rating) can also be applicable to Full Time Instructors. (Currently factors of leadership and stress tolerance are only applicable for Supervisors only)</p>
20	Library	<p>During transition of personnel, ensure that the ownership of the initially established success indicators in the IPCR is clearly allocated.</p> <p>May update the risks register as necessary to include other potential failure specific to each process.</p> <p>Control in the access of internet / Wi-fi connection and Controls for "adult" site restriction needs to be established.</p>
21	Guidance, Testing and Admission	<p>For Campus Director // Consider to review the memorandum and/or designations released for faculty (whether teaching or non-teaching), in case there are dual/multi designations/appointments. Ensure that the memorandum/appointment clearly specifies whether the latest designation supersedes the previous or it is concurrent.</p>
22	Registrar's Office	<p>Consider to include in the regular reporting the ff: transferee and returnee students.</p> <p>Review and improve the timeline in the completion of the requirements for incoming students. Most of the enrolled students (even in the 2nd and 3rd year students) are still with incomplete requirements during Admission. Moreover, consider also to improve the monitoring for easy identification who among the students have already completed the requirements and identify easily the transferee among the listed names. The list only shows a checklist of submitted requirements per student.</p> <p>May also consider establishing non-negotiable requirements related to the documents' deadline of submission during Admission.</p> <p>Monitoring of performance related to the release of TOR and release of Certification may be separated as the target is different – TOR (8 working days) and Certification (5 working days).</p>

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23	Human Resource / L&D Coordinator	Review the applicability in the training evaluation (L&D QEM-Quantified Evaluation Metrics) items under 'Realization of the Personal Action' for item – 'Co-employees benefitted from the re-echo. Currently, this is not evaluated, even the employee already conducted re-echo informal talk.
Site 3 Labo Campus		
24	Class Observation – Labo Campus	<p>The following were observed –</p> <p>(HUM111 Class)</p> <ul style="list-style-type: none"> – (2) Mobile Phones were plugged-in (charging) inside the classroom. <p>(CP1 Class)</p> <ul style="list-style-type: none"> – Small-pictured Visual Aid was used in class, limiting the view of a number of students – Electric Fan brought inside the classroom had its blade exposed
Site 4 Mercedes Campus		
25	Class Observation – Mercedes Campus	<p>The following were observed –</p> <p>(FISH100 Class)</p> <ul style="list-style-type: none"> – Projector brightness needs improvement <p>(CHEM1)</p> <ul style="list-style-type: none"> – (4) Students were allowed to take part of the group activity with no Laboratory Coat, which is an activity requirement – 2 of 3 alcohol burner were not functioning, resulting to delay in the conduct of the group activity – Students were left unsupervised for about 5-minutes by the Professor while the experiment is on-going
26	Library	<p>Consider to review the ROA (Risks and Opportunities Assessment) and ensure unique assessment is done specific to the campus.</p> <p>Control in the access of internet / Wi-fi connection and Controls for "adult" site restriction needs to be established.</p>
27	Guidance, Admission and Testing	<p>Review and improve the recording of interviews with the students/faculty. Considering there is no RGC in this campus, may establish a system/matrix that would easily assess whether there is a need for a Guidance Counsellor to intervene for counselling sessions. Alternative actions to assist the campus in guidance counselling session needs to established.</p> <p>Consider to improve the documentation/recording of endorsement of interview of students by the Campus Director, related to 'exit interviews'. (e.g dropped out, transferees). Ensure to utilize the data to establish programs related to student retention.</p>

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28	Human Resource / L&D Coordinator	<p>For Campus Director // Consider to review the memorandum and/or designations released for faculty (whether teaching or non-teaching), in case there are dual/multi designations/appointments. Ensure that the memorandum/appointment clearly specifies whether the latest designation supersedes the previous or it is concurrent. Consider to review and align the set of metrics related to faculty development in the OPCR and IPCR.</p> <p>Review and establish actions or necessary interventions that needs to be taken should the L&D QEM falls under a rating 1-1.8 (Not effective).</p>
29	Supply and Property Management Office	<p>Review the QCP related to timeliness of issuances of PR , and re-issuance of supplies, materials and equipment</p> <p>Ensure to document monitoring of performances related to the Output specified in the IPCR as evidence of accomplishment. (e.g Issuance of PR 3 months prior expected delivery)</p>
Site 5 Panganiban Campus		
30	Classroom Observation GT106 Pattern Designing and Construction	<p>The student's project plan was submitted last Sept 9, 2019 but the output was checked only on October 15, 2019.</p> <p>No evidence of use of approved rubrics on checked output / no rating breakdown.</p>
31	Classroom Observation CT 312 Object Oriented Programming	<p>No evidence of approved rubrics / methods in assessing student's work / output with syllabus.</p> <p>ILOs in the p3 of 9 of the syllabus are not used in the learning plan.</p> <p>The curriculum map appropriate for this course is not reflected in the syllabus.</p>
32	Class Observation FT 105 Food Processing, Packaging and Labelling	<p>May consider to develop laboratory videos that can be followed through by students.</p> <p>The laboratory manual used in this course "A Simplified Laboratory Manual in Food Processing, Packaging & Labelling" is not yet approved at the time of the audit.</p> <p>There is a criteria breakdown shown, but there is no clear approved rubrics available for activities in the laboratory.</p>
33	Curriculum Design and Development	<p>Ensure to review curriculum mapping, such that all program outcomes, course outcomes, and learning plan inputs are aligned. There are sampled course learning outcomes that are not appropriate or does not match the curriculum map but are being managed. The results of the actions taken to address these issues will be checked during the next audit. (e.g. 6.1 & 6.2 Program Outcomes mapping, Creation of Appropriate Course Outcomes based on the level of competency expected per course vis-à-vis program outcomes [I,E,D or I,P,D], alignment with Learning Plan Assessment Tasks, etc).</p> <p>Review vertical articulation and horizontal articulation of course outcomes and requirements in light of outcomes-based education, such that the streamlining may improve the unnecessary high volume of requirements for both the teachers and the students. The results of these streamlining activities will be checked during the next audit.</p>

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34	Library	<p>The development plan for the library is still currently being managed, and the progress of this item will be checked during the next audit.</p> <p>Review to include status of books / title in master list maintained for ease of tracking.</p>
35	Guidance	<p>Efforts on hiring a guidance counselor is currently in-progress. The updates on this matter will be checked during the next audit.</p>
36	Registrar	<p>Review need for the entrance data details to be filled up on succeeding pages of the TOR other than page 1.</p> <p>Ensure accurate entries on official documents released. Sampled TOR has "2.7" remark on field where "Final Grade" should be present and has already been released to the requester.</p> <p>Review practice of sending all TORs to main campus to shorten lead time, especially for TOR applications that are not for employment abroad.</p>
37	Learning and Development (HR)	<p>Review inputs in needs analysis to include ASEAN 4.0, especially with specialization tracks needed by the teaching and non-teaching personnel.</p> <p>Review current practice on ensuring that evaluation of trainings by teaching personnel include impact / effect to instruction and by non-teaching personnel include impact / effect to process performance.</p>
38	Supply and Property Management	<p>Review necessity of stock cards to be maintained as paper copies in the interest of ease of updating and consolidation.</p>
Site 6 Abaño Campus		
39	Class Observation – Abaño Campus	<p>The following were observed –</p> <p>(PE1 Class)</p> <ul style="list-style-type: none"> - Absence of rubber mats for activities requiring lying, sitting position and the likes - Raw Score entry for Project have been place with a bracketed grade of 95 for Student No.1 to Student No.40
40	Library	<p>For Campus Director // Consider to review the memorandum and/or designations released for faculty (whether teaching or non-teaching), in case there are dual/multi designations/appointments. Ensure that the memorandum/appointment clearly specifies whether the latest designation supersedes the previous or it is concurrent. Consider reviewing the ROA and including risks related to incomplete or non-compliances to the CHED requirements related to library holdings.</p> <p>Consider to identify exact measure in the Success Indicators in the IPCR specifically in the target of "increased library collections". No specific measure identified as to numbers or percentage.</p> <p>The completion of the library development plan will be checked next visit.</p> <p>Control in the access of internet (desktops) and Wi-fi connection in the Library is in place. However, Controls for "adult" site restriction needs to be established.</p>

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41	Guidance, Admission and Testing	<p>Logs of the cases handled is present; however, the records/report of the counseling sessions are not available at the time of audit. Ensure that all reports are intact and is retrievable.</p> <p>May consider summarizing and analyzing the data gathered in conducting individual /group counselling as these can be used as inputs for development of guidance program</p>
42	Human Resource / L&D Coordinator	<p>Review the applicability of the training evaluation (L&D QEM-Quantified Evaluation Metrics) for trainings/seminars attended by the faculty members, which are not listed in the IDP (Individual Development Plan).</p> <p>The IPCRs/OPCRs for 2020 is ongoing review, and for finalization. The faculty development metrics was revised to focus in the basis of education, and excluded actions related to training. May still consider to include/retain the metrics related to the trainings that will address the competency gaps of the faculty members.</p> <p>The means to monitor and identify clientele's perception / satisfaction have been met will be checked next visit. (e.g. feedback, survey, etc.)</p>
43	Supply and Property Management Office	Ensure to maintain copies of either PARE or ICS for items/materials received by the campus.

5 Dates

Due Date for the next audit

2020-11-22

Agreed date for the next audit

2020-10

November 22, 2019

John Francis Faustorilla Jr

Date

Audit Leader / Auditor(s)

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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"> • Faculty and subject mismatch • Standard Course Syllabi • Inadequate teaching tools/equipment and laboratory/instructional manuals • Conflicting schedules and overlapping of activities • Partial non-compliance in minimum CHED requirement on library holdings • Insufficient number of instructional equipment and laboratory facilities • Non-acceptance of interns/OJT's to their preferred companies • Limited number of Doctorate degree holders <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"> • Top Management (President,VP's,Deans and Campus Directors, Heads of Offices, BAC • Students • Teaching Personnel • Non-Teaching Personnel • Parents / Guardian • Board of Trustees (BOT) • National Government Agencies (DepED, DOST,PCAARD, etc) • Local Government Units (LGU's) • Government-owned and Controlled Corporations (Banks and GOCCS's) • Regulatory Agencies (COA,CSC,DBM) • Business Sectors (Private Industries) • Media • Accrediting Agency / Association • Alumni • External Providers (Suppliers, contractors /Service Providers) • Certification Body 																																	
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.</p> <p>Key quality objectives include:</p> <ul style="list-style-type: none"> • Mr. Ronaldo Dando, Planning Officer, reported to the meeting the accomplishment of CNSC as of 3rd quarter of CY 2019. It reached 70% based on the performance indicators such as Quality and Relevance Instruction, Research and Extension, Infrastructure projects and Management of Resources. <table border="1"> <thead> <tr> <th rowspan="2">No.</th> <th rowspan="2">Indicator</th> <th colspan="3">TARGET</th> <th rowspan="2">Remarks</th> </tr> <tr> <th>2018</th> <th>2019</th> <th>2020</th> </tr> </thead> <tbody> <tr> <td colspan="6">I. INSTRUCTION</td> </tr> <tr> <td>1</td> <td>Enrollment</td> <td>5,364</td> <td>6,181</td> <td>8,405</td> <td>2,200 projected additional students equivalent to approximately additional 28 classroom in August 2020</td> </tr> <tr> <td>2</td> <td>Employability Rate</td> <td></td> <td>77%</td> <td>79%</td> <td>None</td> </tr> <tr> <td>3</td> <td>COPC</td> <td></td> <td>77%</td> <td>100%</td> <td>None</td> </tr> </tbody> </table>	No.	Indicator	TARGET			Remarks	2018	2019	2020	I. INSTRUCTION						1	Enrollment	5,364	6,181	8,405	2,200 projected additional students equivalent to approximately additional 28 classroom in August 2020	2	Employability Rate		77%	79%	None	3	COPC		77%	100%	None
No.	Indicator			TARGET				Remarks																										
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Item	Audit result				
4	Program for Accreditation		Preliminary – 3 Level III- 11 programs	Level 3 – additional 5 programs	Level 3- 25/30
5	% of compliance to COD/NUCAF/PIAF status			50%NUCAF-CANR & IFMS	25M GAA Investment in Faculty Development Compliance to CMO Standards As to facilities, laboratories & library holdings
6	Institutional Accreditation			ISO 9001:2015 2 nd Surveillance Visit EMS: 14001	2M Budget -GAA EMS (proposing for additional training and documentary preparations)
7	Licensure Performance	60%	62%		
8	Number of new Library Holdings			1000	3.5M budget (Income) Check CMO Review of Library Committee
9	National/Regional Awards in terms of Cultural, Library, Sports and Performing Arts			1 Cultural and Performing Arts 1 Literary 1 Sports	800,000 budget Although this will not contribute directly to SUC Levelling points but will bring CNSC to greater heights an avenue for CNSC to be tagged in excellence in this field Identifying the strength of Sports Development Unit (e.g. basketball team UCAN Maroons) to develop
10	Inter-country Mobility		4	20	2M budget -Income
11	Enhancement of Faculty Profile (doctorate degree)		14% 34/240 doctorate degree holder	Doctorate Degree 16.67% 40/240-degree holders	
12	Alignment of irrelevant degrees		47%- 78/167	100% 78/167	Alignment of faculty should be done
13	Faculty Mobility		4	20 faculty	2M -budget
II. RESEARCH AND EXTENSION					
14	Completed researches within the year	22		25	P558,000 GAA P2.5M -income (AP 1 and up are obliged to do researches and include in their IPCR Strategize completed researches (Co-author with Graduate Students
15	Number of Research Centers established with at least 5M fund			1 Queen Pineapple and Development Center	1M budget income
16	Percentage of Researchers to total number of plantilla faculty in the past three (3) years			20% or 48/240 faculty	One half of the population from AP 1 to Professor
17	Number of externally funded research			3	
18	Research-based paper published in an International Refereed Journal or publication			International 2 National 3	
19	Number of research-based paper published in a Refereed Journal Accredited by CHED			3	Memberships c/o OVPRE
20	Number of Research-based Paper Presented International/National/Regional			International 3 National 5 Regional 5	
21	Invention patented and/or commercialized			2	

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Item	Audit result				
22	Number of Research Outputs in the last 3 years utilized by the industry or by other beneficiaries	1		2	
23	Percentage of Research outputs presented in local, regional, national or international fora	40%		60%	
24	Number of Active Partnerships with LGUs, Industries, NGOs, NGAs, SMEs and other stakeholders as a result of extension activities	8		10-Active Partnership	
25	Persons trained	2,427		2500 persons trained	434,000 GAA 2.5 M-Income
26	Number of adopters engaged in profitable enterprise			3	
27	Number of viable demonstration projects based on the positive return on investment (ROI) analysis with at least 25% Internal Rate of Return			3	
III. INFRASTRUCTURE PROJECTS					2019- 50% Awarded 50% for bidding
28	Average of the total disbursement to total obligations for the last three years			100%	
29	Percentage of internally generated income to total subsidy (allotment from the General Appropriations Act) in the past three (3) years			20%	
30	Percentage of plantilla faculty members with doctoral degrees in their field of specialization earned from the national university, the top 1,000 universities based on world ranking, or in programs with at least Level III accreditation or COE/COD status.			10%	
31	100% compliance to PBB			100%	
32	SUC Level IV			To achieve at least 33 points	
33	Annual Planning and Budgeting Workshop for 2021			June 2020	800,000.00

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Camarines Norte State College	ISO 9001:2015	01 100 1834850	Surveillance Audit 1

Item	Audit result												
	<table border="1"> <tr> <td>34</td> <td>International Benchmarking (Best Practices on Administrative efficiency and Physical Development)</td> <td></td> <td></td> <td>2nd quarter</td> <td>P 1 M-GAA P 0.5M-Income</td> </tr> <tr> <td>35</td> <td>Institutional Awards given by reputable organizations</td> <td></td> <td></td> <td>2 National 1 Regional</td> <td>PRIME HRM LEVEL 3 Gawad Kalasag Sustainable and Eco Friendly</td> </tr> </table> <ul style="list-style-type: none"> • Targets that would not be achieved this CY 2019 will be carried over for the next calendar year taking into consideration the resources needed to complete them. Delivery units thru Deans/ Directors/ Heads of Offices were directed to periodically review their targets in the OPCR, on a quarterly basis. • The Quality Management Representative (QMR) will issue System Improvement Request (SIR) to the Performance Management Team (PMT) for those Quality Objectives that were not achieved starting the rating period January to June, 2020. <p>These are measurable and are controlled, communicated and up-dated regularly.</p>	34	International Benchmarking (Best Practices on Administrative efficiency and Physical Development)			2 nd quarter	P 1 M-GAA P 0.5M-Income	35	Institutional Awards given by reputable organizations			2 National 1 Regional	PRIME HRM LEVEL 3 Gawad Kalasag Sustainable and Eco Friendly
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35	Institutional Awards given by reputable organizations			2 National 1 Regional	PRIME HRM LEVEL 3 Gawad Kalasag Sustainable and Eco Friendly								
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"> • Guidance, Testing and Admission; • Registration; • Instruction; • Examinations and Assessment; • Graduation and Post-Graduation; • Support Processes – Finance, Administration, Auxiliary, Training, Executive Operations as described in the Student Manual; • Provision of instruction, research and extension services • Documentation – Guidelines; Work Instruction; • Qualified and competent personnel (Teaching and Non-Teaching Personnel) • Appropriate, adequate and maintained – equipment, laboratories, classrooms, workshops and other facilities • Compliance to applicable statutory and regulatory and accreditation requirements <p>The following processes have been outsourced:</p> <ul style="list-style-type: none"> • Instruction, Technical Supplies <p>These processes are appropriately reviewed and controlled.</p>												
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"> • Office of the President • Instruction • Research 												

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	<ul style="list-style-type: none"> • Extension • Production • General Administrative Services • Gender and Development Office • Social Policy Research Center • Guidance, Testing and Admission • Registrar's Office • Library • MIS • Human Resource Development • Supply and Property Management Office • Office for the Student Services and Development • Culture and Performing Arts Unit • Sports Development • Facility Management Unit • Security and Safety Management Unit • Motorpool <p>Examples of risks and opportunities of processes identified are:</p> <ul style="list-style-type: none"> • Non-accomplishments of targets • Inadequate number of professional books/titles • Inadequate exposure in their field due to limited resources and Low proficiency in English communication <p>Examples of measures taken to react on identified risks are:</p> <ul style="list-style-type: none"> • Enhancement of performance monitoring tool • Library holding procurement plan • Establishment of Language Competency Center <p>Examples of risks and opportunities concerning the context of the organization are:</p> <ul style="list-style-type: none"> • Non-compliance to CMO and SUC Levelling requirements • Inadequate teaching tools/equipment and laboratory/instructional manuals • Admission of students to course which are not aligned with their respective K-12 Strands <p>Concerning risk based thinking the following tools are used:</p> <ul style="list-style-type: none"> • Strategic Planning • SWOT Analysis • Risk and Opportunity Assessment
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>Offers are prepared by the Admissions Office and approved by Registrar's Office. The person who prepared the offer reviews the contract to ensure its compliance with</p>

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	<p>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"> • Guidance, Testing and Admission • Instruction; • Examinations and Assessment; • Graduation and Post-Graduation • Provision of instruction, research and extension services • Documentation – Guidelines; Work Instruction; • Qualified and competent personnel (Teaching and Non-Teaching Personnel) • Appropriate, adequate and maintained – equipment, laboratories, classrooms, workshops and other facilities <p>Key regulatory, statutory and customer-related requirements include:</p> <ul style="list-style-type: none"> • RA 10931-Universal Access to Tertiary Education • CHED Memo Order No. 09. s. 2013 • CHED Memo Order No. 63. s. 2013 • RA 10120 Philippine Disaster Risk Reduction and Management Act of 2010 • RA9262 Anti Violence Against Women and Children Act • RA877 Anti Sexual Harassment Act of 1995 • RA9442 An Act Amending RA No. 7277 known as the "Magna Carta for Disabled • RA7079 Campus Journalism Act of 1991 • Republic Act 10173-Data Privacy Act of 2012 • RA6969 An Act to Control Toxic Substances and Hazardous and Nuclear Wastes • DBM Circular Letter No. 2013-16 • GAM Volume 1 Section 39 • CHED Memo Order No. 63. s. 2017 • Republic Act of 7356 and Article XIV, section 14, 1986 Constitution of the Republic of the Philippines • PASUC Culture and Arts Festival 2018 Manual of Operation • Culture and Performing Arts Manual of Operation • DBM Circular Letter 2016-1112/6/2016 • DBM Circular Letter #2016-9(October 27, 2016) • IRR of RA 9470 National Archives of the Philippines • DBM Circular Letter No. 2013-16 • GAM Volume 1Section 39 • BOT Resolution No. 04, s. 2002 • CHED Memo Order No. 25 s. 2015 • CHED Memo Order No. 63. 18. s. 2008 • CHED Memo Order No. 53. s. 2006 • COA Memorandum No. 2014-002 • BOT Resolution No. 9 s. 2009 Section II Article 6: CNSC Residence Hall Administrator • Section III: Admission to the Residence Hall , Duration of Residence, Residence Hall Cards and Residence Hall Fees

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	<ul style="list-style-type: none"> • Administrative Memorandum No. 27 s. 2018: Implementing Guidelines on the use of Entrance Pavilion and its Ameneties pursuant to BOT Resolution No. 20, s. 2013 • CHED Memorandum Order No. 36, s. of 1998-Policies and Standards on Graduate Education • Article XIV, section 19, 1986 Constitution of the Republic of the Philippines • RA 9184 (Procurement Law)
Customer satisfaction and complaints	The organization maintains documented and effective procedures governing the handling of information, data analyses, improvement actions and responses to customer feedback.

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	<p>2) Customer satisfaction and feedback from relevant interested parties <i>Students</i></p> <p>- The Research Director, Dr. Adrian Guinto, reported that Customer Satisfaction Surveys (CSS) were conducted to different customers. Dr. Guinto reported that for the period covered (June – October 2018) the satisfaction ratings were presented in percentages. However, for previous semester (November 2018 – March 2019), the 5-Point Likert Scale was used. In addition to the adoption of a new rating scale, areas/ services covered in the CSS was also improved including satisfaction indicators. Statements/ Questions in the CSS were also further fine-tuned for easy understanding of the target respondents.</p> <p>- The specific areas covered in the CSS included the following:</p> <ol style="list-style-type: none"> 1. Admission 2. Student Records 3. Guidance 4. Health Services 5. Library Services 6. Food Services 7. Student Publication 8. Scholarship 9. Student organization 10. Sports and Cultural Services <p>- The survey questionnaire and criteria are written in Filipino, as follows:</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Rating Scale</th> <th>Description</th> <th>Range</th> </tr> </thead> <tbody> <tr> <td>5</td> <td>Lubos na Epektibo</td> <td>4.51-5.00</td> </tr> <tr> <td>4</td> <td>Epektibo</td> <td>3.51-4.50</td> </tr> <tr> <td>3</td> <td>Katamtamang Epektibo</td> <td>2.51-3.50</td> </tr> <tr> <td>2</td> <td>Di-gaanong epektibo</td> <td>2.01-2.50</td> </tr> <tr> <td>1</td> <td>Di-Epektibo</td> <td>1.00-1.50</td> </tr> </tbody> </table> <p>- Table 2- Summary of Computed Mean on the effectiveness of Student Services</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Delivery Unit</th> <th>Ave</th> <th>Interpretation</th> <th>Rank</th> </tr> </thead> <tbody> <tr> <td>GS</td> <td>4.62</td> <td>Lubos Epektibo</td> <td>1</td> </tr> <tr> <td>COEd</td> <td>4.39</td> <td>Epektibo</td> <td>3</td> </tr> <tr> <td>CBPA</td> <td>4.26</td> <td>Epektibo</td> <td>5</td> </tr> <tr> <td>CANR</td> <td>4.18</td> <td>Epektibo</td> <td>6</td> </tr> <tr> <td>IABD</td> <td>4.02</td> <td>Epektibo</td> <td>9</td> </tr> <tr> <td>COEng</td> <td>4.36</td> <td>Epektibo</td> <td>4</td> </tr> <tr> <td>COTT</td> <td>4.10</td> <td>Epektibo</td> <td>10</td> </tr> <tr> <td>IFMS</td> <td>4.41</td> <td>Epektibo</td> <td>2</td> </tr> <tr> <td>ICS</td> <td>4.17</td> <td>Epektibo</td> <td>7</td> </tr> </tbody> </table>	Rating Scale	Description	Range	5	Lubos na Epektibo	4.51-5.00	4	Epektibo	3.51-4.50	3	Katamtamang Epektibo	2.51-3.50	2	Di-gaanong epektibo	2.01-2.50	1	Di-Epektibo	1.00-1.50	Delivery Unit	Ave	Interpretation	Rank	GS	4.62	Lubos Epektibo	1	COEd	4.39	Epektibo	3	CBPA	4.26	Epektibo	5	CANR	4.18	Epektibo	6	IABD	4.02	Epektibo	9	COEng	4.36	Epektibo	4	COTT	4.10	Epektibo	10	IFMS	4.41	Epektibo	2	ICS	4.17	Epektibo	7
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Econ</td> <td>4.41</td> <td>4.36</td> <td>4.49</td> <td>4.36</td> <td>4.58</td> <td>4.14</td> <td>4.47</td> <td>4.50</td> <td>4.38</td> <td>4.58</td> <td>4.43</td> </tr> <tr> <td>BSBA HRM</td> <td>4.19</td> <td>4.32</td> <td>4.24</td> <td>4.33</td> <td>4.34</td> <td>3.95</td> <td>4.33</td> <td>4.18</td> <td>4.35</td> <td>4.47</td> <td>4.27</td> </tr> <tr> <td>BSBA FM</td> <td>4.17</td> <td>4.09</td> <td>4.25</td> <td>4.23</td> <td>4.22</td> <td>3.77</td> <td>4.17</td> <td>4.12</td> <td>4.11</td> <td>4.29</td> <td>4.14</td> </tr> <tr> <td>BSFM</td> <td>4.10</td> <td>4.16</td> <td>4.13</td> <td>4.11</td> <td>4.17</td> <td>3.70</td> <td>4.14</td> <td>4.21</td> <td>4.20</td> <td>4.24</td> <td>4.12</td> </tr> <tr> <td>Grand Mean</td> <td>4.25</td> <td>4.25</td> <td>4.30</td> <td>4.28</td> <td>4.33</td> <td>3.91</td> <td>4.30</td> <td>4.30</td> <td>4.29</td> <td>4.39</td> <td>4.26</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="12">Table 5: Effectiveness of Student 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<td>3.90</td> <td>3.97</td> <td>3.92</td> <td>3.88</td> <td>4.03</td> <td>3.22</td> <td>4.01</td> <td>3.81</td> <td>3.97</td> <td>4.08</td> <td>3.88</td> </tr> <tr> <td>Grand Mean</td> <td>4.12</td> <td>4.6</td> <td>4.18</td> <td>3.97</td> <td>4.17</td> <td>3.70</td> <td>4.12</td> <td>4.10</td> <td>4.07</td> <td>4.21</td> <td>4.124</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="12">Table 6: Effectiveness of Student Services as Assessed by CoEng Students</th> </tr> <tr> <th>Services</th> <th>Adm</th> <th>SR</th> <th>GUI</th> <th>HS</th> <th>LS</th> <th>FS</th> <th>SP</th> <th>SCHO</th> <th>SO</th> <th>SCS</th> <th>Overall</th> </tr> </thead> <tbody> <tr> <td>Civil</td> <td>4.52</td> <td>4.50</td> <td>4.65</td> <td>4.50</td> <td>4.47</td> <td>4.33</td> <td>4.54</td> <td>4.50</td> <td>4.62</td> <td>4.56</td> <td>4.23</td> </tr> <tr> <td>Electrical</td> <td>4.37</td> <td>4.33</td> <td>4.44</td> <td>4.25</td> <td>4.36</td> <td>3.92</td> <td>4.21</td> <td>4.34</td> <td>4.42</td> <td>4.33</td> <td>4.03</td> </tr> <tr> <td>Mechanical</td> <td>4.24</td> <td>4.27</td> <td>4.47</td> <td>4.20</td> <td>4.31</td> <td>3.91</td> <td>4.30</td> <td>4.32</td> <td>4.37</td> <td>4.30</td> <td>4.22</td> </tr> <tr> <td>Grand Meaning</td> <td>4.38</td> <td>4.37</td> <td>4.52</td> <td>4.32</td> <td>4.38</td> <td>4.06</td> <td>4.35</td> <td>4.39</td> <td>4.47</td> <td>4.40</td> <td>4.04</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="12">Table 7: Effectiveness of Student Services as Assessed by ICS Students</th> </tr> <tr> <th>Services</th> <th>Adm</th> <th>SR</th> <th>GUI</th> <th>HS</th> <th>LS</th> <th>FS</th> <th>SP</th> <th>SCHO</th> <th>SO</th> <th>SCS</th> <th>Overall</th> </tr> </thead> <tbody> <tr> <td>ICS</td> <td>4.22</td> <td>4.09</td> <td>4.14</td> <td>4.16</td> <td>4.24</td> <td>3.65</td> <td>4.37</td> <td>4.18</td> <td>4.26</td> <td>4.38</td> <td>4.172</td> </tr> </tbody> </table>	CAS	4.12	Epektibo								8	Table 3: Summary of Computed Level of Effectiveness of Student Services												Services	Adm	SR	GUI	HS	LS	FS	SP	SCHO	SO	SCS	AVE	GS	4.9	4.8	4.7	4.30	4.6	4.2	4.7	4.7	4.7	4.6	4.62	COEd	4.63	4.67	4.65	4.53	4.65	2.18	4.63	4.59	4.68	4.68	4.39	CBPA	4.25	4.25	4.30	4.28	4.33	3.91	4.30	4.30	4.29	4.39	4.26	IABD	4.57	4.60	4.43	4.03	4.63	0.00	4.30	4.50	4.57	4.60	4.02	CANR	4.30	4.26	4.40	4.17	4.16	3.63	4.26	3.95	4.31	4.31	4.18	COEng	4.38	4.37	4.52	4.32	4.38	4.06	4.35	4.39	4.47	4.40	4.36	CoTT	4.30	4.30	0.00	4.00	4.10	3.90	4.00	4.00	4.10	4.20	4.10	IFMS	4.49	4.36	4.54	4.36	4.62	3.94	4.43	4.56	4.36	4.42	4.41	ICS	4.22	4.09	4.14	4.16	4.24	3.68	4.37	4.18	4.26	4.38	4.17	CAS	4.12	4.6	4.18	3.97	4.17	3.70	4.12	4.10	4.07	4.21	4.12	Grand Mean Ave	4.42	4.43	4.43	4.21	4.39	3.32	4.35	4.33	4.38	4.42	4.27	Table 4: Effectiveness of Student Services in CBPA												Services	Adm	SR	GUI	HS	LS	FS	SP	SCHO	SO	SCS	Overall	BSA	3.92	3.96	3.91	4.08	3.91	3.45	4.02	3.94	4.13	4.17	3.94	BPA	4.43	4.45	4.48	4.37	4.47	3.96	4.40	4.44	4.42	4.58	4.40	BSOA	4.43	4.36	4.46	4.42	4.48	4.17	4.47	4.57	4.54	4.49	4.44	BS Entrep	4.29	4.32	4.40	4.32	4.40	4.02	4.34	4.38	4.22	4.37	4.31	BSBA Mktg	4.29	4.24	4.35	4.32	4.40	4.02	4.34	4.38	4.22	4.36	4.29	BSBA Bus. Econ	4.41	4.36	4.49	4.36	4.58	4.14	4.47	4.50	4.38	4.58	4.43	BSBA HRM	4.19	4.32	4.24	4.33	4.34	3.95	4.33	4.18	4.35	4.47	4.27	BSBA FM	4.17	4.09	4.25	4.23	4.22	3.77	4.17	4.12	4.11	4.29	4.14	BSFM	4.10	4.16	4.13	4.11	4.17	3.70	4.14	4.21	4.20	4.24	4.12	Grand Mean	4.25	4.25	4.30	4.28	4.33	3.91	4.30	4.30	4.29	4.39	4.26	Table 5: Effectiveness of Student Services as Assessed by CAS Students												Services	Adm	SR	GUI	HS	LS	FS	SP	SCHO	SO	SCS	Overall	AB Math	4.28	4.36	4.33	4.03	4.29	4.10	4.20	4.32	4.15	4.30	4.23	BA ELS	4.08	4.07	4.20	3.91	4.10	3.57	4.05	4.15	4.07	4.09	4.03	AB History	4.27	4.33	4.41	4.12	4.24	3.80	4.23	4.28	4.19	4.30	4.22	AB Sociology	4.05	4.10	4.04	3.90	4.19	3.79	4.12	3.94	3.99	4.26	4.04	AB Biology	3.90	3.97	3.92	3.88	4.03	3.22	4.01	3.81	3.97	4.08	3.88	Grand Mean	4.12	4.6	4.18	3.97	4.17	3.70	4.12	4.10	4.07	4.21	4.124	Table 6: Effectiveness of Student Services as Assessed by CoEng Students												Services	Adm	SR	GUI	HS	LS	FS	SP	SCHO	SO	SCS	Overall	Civil	4.52	4.50	4.65	4.50	4.47	4.33	4.54	4.50	4.62	4.56	4.23	Electrical	4.37	4.33	4.44	4.25	4.36	3.92	4.21	4.34	4.42	4.33	4.03	Mechanical	4.24	4.27	4.47	4.20	4.31	3.91	4.30	4.32	4.37	4.30	4.22	Grand Meaning	4.38	4.37	4.52	4.32	4.38	4.06	4.35	4.39	4.47	4.40	4.04	Table 7: Effectiveness of Student Services as Assessed by ICS Students												Services	Adm	SR	GUI	HS	LS	FS	SP	SCHO	SO	SCS	Overall	ICS	4.22	4.09	4.14	4.16	4.24	3.65	4.37	4.18	4.26	4.38	4.172
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IABD	4.57	4.60	4.43	4.03	4.63	0.00	4.30	4.50	4.57	4.60	4.02																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
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BSA	3.92	3.96	3.91	4.08	3.91	3.45	4.02	3.94	4.13	4.17	3.94																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
BPA	4.43	4.45	4.48	4.37	4.47	3.96	4.40	4.44	4.42	4.58	4.40																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
BSOA	4.43	4.36	4.46	4.42	4.48	4.17	4.47	4.57	4.54	4.49	4.44																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
BS Entrep	4.29	4.32	4.40	4.32	4.40	4.02	4.34	4.38	4.22	4.37	4.31																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
BSBA Mktg	4.29	4.24	4.35	4.32	4.40	4.02	4.34	4.38	4.22	4.36	4.29																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
BSBA Bus. Econ	4.41	4.36	4.49	4.36	4.58	4.14	4.47	4.50	4.38	4.58	4.43																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
BSBA HRM	4.19	4.32	4.24	4.33	4.34	3.95	4.33	4.18	4.35	4.47	4.27																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
BSBA FM	4.17	4.09	4.25	4.23	4.22	3.77	4.17	4.12	4.11	4.29	4.14																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
BSFM	4.10	4.16	4.13	4.11	4.17	3.70	4.14	4.21	4.20	4.24	4.12																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
Grand Mean	4.25	4.25	4.30	4.28	4.33	3.91	4.30	4.30	4.29	4.39	4.26																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
Table 5: Effectiveness of Student Services as Assessed by CAS Students																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																				
Services	Adm	SR	GUI	HS	LS	FS	SP	SCHO	SO	SCS	Overall																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
AB Math	4.28	4.36	4.33	4.03	4.29	4.10	4.20	4.32	4.15	4.30	4.23																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
BA ELS	4.08	4.07	4.20	3.91	4.10	3.57	4.05	4.15	4.07	4.09	4.03																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
AB History	4.27	4.33	4.41	4.12	4.24	3.80	4.23	4.28	4.19	4.30	4.22																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
AB Sociology	4.05	4.10	4.04	3.90	4.19	3.79	4.12	3.94	3.99	4.26	4.04																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
AB Biology	3.90	3.97	3.92	3.88	4.03	3.22	4.01	3.81	3.97	4.08	3.88																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
Grand Mean	4.12	4.6	4.18	3.97	4.17	3.70	4.12	4.10	4.07	4.21	4.124																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
Table 6: Effectiveness of Student Services as Assessed by CoEng Students																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																				
Services	Adm	SR	GUI	HS	LS	FS	SP	SCHO	SO	SCS	Overall																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
Civil	4.52	4.50	4.65	4.50	4.47	4.33	4.54	4.50	4.62	4.56	4.23																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
Electrical	4.37	4.33	4.44	4.25	4.36	3.92	4.21	4.34	4.42	4.33	4.03																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
Mechanical	4.24	4.27	4.47	4.20	4.31	3.91	4.30	4.32	4.37	4.30	4.22																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
Grand Meaning	4.38	4.37	4.52	4.32	4.38	4.06	4.35	4.39	4.47	4.40	4.04																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
Table 7: Effectiveness of Student Services as Assessed by ICS Students																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																				
Services	Adm	SR	GUI	HS	LS	FS	SP	SCHO	SO	SCS	Overall																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
ICS	4.22	4.09	4.14	4.16	4.24	3.65	4.37	4.18	4.26	4.38	4.172																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									

Audit Report

Client	Standard(s)	Certification Number(s)	Audit Type
Camarines Norte State College	ISO 9001:2015	01 100 1834850	Surveillance Audit 1

Item	Audit result																																																																																																																																																																																																																																																																																																																																				
	<p>Table 8: Effectiveness of Student Services as Assessed by CoED Students</p> <table border="1"> <thead> <tr> <th>Services</th> <th>Adm</th> <th>SR</th> <th>GUI</th> <th>HS</th> <th>LS</th> <th>FS</th> <th>SP</th> <th>SCHO</th> <th>SO</th> <th>SCS</th> <th>Overall</th> </tr> </thead> <tbody> <tr> <td>BEED</td> <td>4.69</td> <td>4.73</td> <td>4.73</td> <td>4.65</td> <td>4.72</td> <td>1.77</td> <td>4.65</td> <td>4.65</td> <td>4.67</td> <td>4.69</td> <td>4.395</td> </tr> <tr> <td>BSED</td> <td>4.56</td> <td>4.60</td> <td>4.57</td> <td>4.41</td> <td>4.57</td> <td>2.59</td> <td>4.60</td> <td>4.52</td> <td>4.68</td> <td>4.68</td> <td>4.378</td> </tr> <tr> <td>Grand Meaning</td> <td>4.63</td> <td>4.67</td> <td>4.65</td> <td>4.53</td> <td>4.65</td> <td>2.18</td> <td>4.63</td> <td>4.59</td> <td>4.68</td> <td>4.68</td> <td>4.389</td> </tr> </tbody> </table> <p>Table 9: Effectiveness of Student Services as Assessed by IFMS:</p> <table border="1"> <thead> <tr> <th>Services</th> <th>Adm</th> <th>SR</th> <th>GUI</th> <th>HS</th> <th>LS</th> <th>FS</th> <th>SP</th> <th>SCHO</th> <th>SO</th> <th>SCS</th> <th>Overall</th> </tr> </thead> <tbody> <tr> <td>BSFI</td> <td>4.49</td> <td>4.36</td> <td>4.54</td> <td>4.36</td> <td>4.62</td> <td>3.94</td> <td>4.43</td> <td>4.56</td> <td>4.36</td> <td>4.42</td> <td>4.408</td> </tr> </tbody> </table> <p>Table 10: Effectiveness of Student Services as Assessed by CANR Students:</p> <table border="1"> <thead> <tr> <th>Services</th> <th>Adm</th> <th>SR</th> <th>GUI</th> <th>HS</th> <th>LS</th> <th>FS</th> <th>SP</th> <th>SCHO</th> <th>SO</th> <th>SCS</th> <th>Overall</th> </tr> </thead> <tbody> <tr> <td>BSA</td> <td>3.97</td> <td>3.99</td> <td>4.16</td> <td>4.00</td> <td>3.81</td> <td>3.33</td> <td>3.88</td> <td>3.37</td> <td>3.90</td> <td>3.98</td> <td>3.84</td> </tr> <tr> <td>BAT</td> <td>4.33</td> <td>4.29</td> <td>4.45</td> <td>4.18</td> <td>4.10</td> <td>3.75</td> <td>4.35</td> <td>4.02</td> <td>4.33</td> <td>4.26</td> <td>4.21</td> </tr> <tr> <td>BSABE</td> <td>4.43</td> <td>4.35</td> <td>4.41</td> <td>4.09</td> <td>4.34</td> <td>3.85</td> <td>4.39</td> <td>4.11</td> <td>4.59</td> <td>4.54</td> <td>4.31</td> </tr> <tr> <td>BSEM</td> <td>4.48</td> <td>4.40</td> <td>4.58</td> <td>4.41</td> <td>4.37</td> <td>3.57</td> <td>4.42</td> <td>4.28</td> <td>4.43</td> <td>4.46</td> <td>4.34</td> </tr> <tr> <td>Grand Mean</td> <td>4.30</td> <td>4.26</td> <td>4.40</td> <td>4.17</td> <td>4.16</td> <td>3.63</td> <td>4.26</td> <td>3.95</td> <td>4.31</td> <td>4.31</td> <td>4.175</td> </tr> </tbody> </table> <p>Table 11: Effectiveness of Student Services as Assessed by CoTT Students:</p> <table border="1"> <thead> <tr> <th>Services</th> <th>Adm</th> <th>SR</th> <th>GUI</th> <th>HS</th> <th>LS</th> <th>FS</th> <th>SP</th> <th>SCHO</th> <th>SO</th> <th>SCS</th> <th>Overall</th> </tr> </thead> <tbody> <tr> <td>BSIT</td> <td>4.6</td> <td>4.6</td> <td></td> <td>4</td> <td>4.2</td> <td>4</td> <td>4</td> <td>4</td> <td>4.2</td> <td>4.2</td> <td>4.2</td> </tr> <tr> <td>BSIED</td> <td>4</td> <td>4</td> <td></td> <td>4</td> <td>4</td> <td>3.8</td> <td>4</td> <td>4</td> <td>4</td> <td>4.2</td> <td>4.0</td> </tr> <tr> <td>Grand Mean</td> <td>4.30</td> <td>4.30</td> <td></td> <td>4</td> <td>4.10</td> <td>3.90</td> <td>4</td> <td>4</td> <td>4</td> <td>4.2</td> <td>4.10</td> </tr> </tbody> </table> <p>Table 12: Effectiveness of Student Services as Assessed by IABD Students:</p> <table border="1"> <thead> <tr> <th>Services</th> <th>Adm</th> <th>SR</th> <th>GUI</th> <th>HS</th> <th>LS</th> <th>FS</th> <th>SP</th> <th>SCHO</th> <th>SO</th> <th>SCS</th> <th>Overall</th> </tr> </thead> <tbody> <tr> <td>Entrep</td> <td>4.5</td> <td>4.6</td> <td>4.4</td> <td>4.1</td> <td>4.5</td> <td></td> <td>4.4</td> <td>4.5</td> <td>4.5</td> <td>4.5</td> <td>4.444</td> </tr> <tr> <td>BEED</td> <td>4.5</td> <td>4.5</td> <td>4.4</td> <td>3.9</td> <td>4.6</td> <td></td> <td>4.2</td> <td>4.3</td> <td>4.5</td> <td>4.6</td> <td>4.389</td> </tr> <tr> <td>BSEd</td> <td>4.7</td> <td>4.7</td> <td>4.5</td> <td>4.1</td> <td>4.8</td> <td></td> <td>4.3</td> <td>4.7</td> <td>4.7</td> <td>4.7</td> <td>4.578</td> </tr> <tr> <td>Grand Mean</td> <td>4.57</td> <td>4.60</td> <td>4.43</td> <td>4.03</td> <td>4.63</td> <td>3.63</td> <td>4.30</td> <td>4.30</td> <td>4.57</td> <td>4.60</td> <td>4.023</td> </tr> </tbody> </table> <p>Table 13: Effectiveness of Student Services as Assessed by Graduate Students:</p> <table border="1"> <thead> <tr> <th>Services</th> <th>Adm</th> <th>SR</th> <th>GUI</th> <th>HS</th> <th>LS</th> <th>FS</th> <th>SP</th> <th>SCHO</th> <th>SO</th> <th>SCS</th> <th>Overall</th> </tr> </thead> <tbody> <tr> <td>MPA</td> <td>4.8</td> <td>4.8</td> <td>4.6</td> <td>4.3</td> <td>4.7</td> <td>4.4</td> <td>4.7</td> <td>4.3</td> <td>4.7</td> <td>4.6</td> <td>4.7</td> </tr> <tr> <td>MM-EPM</td> <td>4.9</td> <td>4.9</td> <td>4.5</td> <td>4.2</td> <td>4.8</td> <td>4.0</td> <td>4.7</td> <td>4.7</td> <td>4.8</td> <td>4.6</td> <td>4.6</td> </tr> <tr> <td>MM-HRM</td> <td>4.9</td> <td>4.8</td> <td>4.7</td> <td>4.2</td> <td>4.2</td> <td>4.2</td> <td>4.7</td> <td>4.5</td> <td>4.5</td> <td>4.6</td> <td>4.5</td> </tr> <tr> <td>MBA</td> <td>4.9</td> <td>4.9</td> <td>5.0</td> <td>5.0</td> <td>4.8</td> <td>4.3</td> <td>4.7</td> <td>4.5</td> <td>4.7</td> <td>4.4</td> <td>4.6</td> </tr> <tr> <td>Grand Mean</td> <td>4.9</td> <td>4.8</td> <td>4.7</td> <td>4.7</td> <td>4.6</td> <td>4.2</td> <td>4.7</td> <td>4.7</td> <td>4.7</td> <td>4.6</td> <td>4.62</td> </tr> </tbody> </table> <p> <ul style="list-style-type: none"> Based on the results of the CSS, it can be concluded that the objective of the College to provide excellent quality services are satisfactorily supported by all delivery units. It was noted however that the Food Services was rated the lowest by the students. Concerns on the food services included among others the following: <ul style="list-style-type: none"> Small servings Relatively high price of foods (compared to outside foods) Attitude/ Behavior of Food Attendants </p>	Services	Adm	SR	GUI	HS	LS	FS	SP	SCHO	SO	SCS	Overall	BEED	4.69	4.73	4.73	4.65	4.72	1.77	4.65	4.65	4.67	4.69	4.395	BSED	4.56	4.60	4.57	4.41	4.57	2.59	4.60	4.52	4.68	4.68	4.378	Grand Meaning	4.63	4.67	4.65	4.53	4.65	2.18	4.63	4.59	4.68	4.68	4.389	Services	Adm	SR	GUI	HS	LS	FS	SP	SCHO	SO	SCS	Overall	BSFI	4.49	4.36	4.54	4.36	4.62	3.94	4.43	4.56	4.36	4.42	4.408	Services	Adm	SR	GUI	HS	LS	FS	SP	SCHO	SO	SCS	Overall	BSA	3.97	3.99	4.16	4.00	3.81	3.33	3.88	3.37	3.90	3.98	3.84	BAT	4.33	4.29	4.45	4.18	4.10	3.75	4.35	4.02	4.33	4.26	4.21	BSABE	4.43	4.35	4.41	4.09	4.34	3.85	4.39	4.11	4.59	4.54	4.31	BSEM	4.48	4.40	4.58	4.41	4.37	3.57	4.42	4.28	4.43	4.46	4.34	Grand Mean	4.30	4.26	4.40	4.17	4.16	3.63	4.26	3.95	4.31	4.31	4.175	Services	Adm	SR	GUI	HS	LS	FS	SP	SCHO	SO	SCS	Overall	BSIT	4.6	4.6		4	4.2	4	4	4	4.2	4.2	4.2	BSIED	4	4		4	4	3.8	4	4	4	4.2	4.0	Grand Mean	4.30	4.30		4	4.10	3.90	4	4	4	4.2	4.10	Services	Adm	SR	GUI	HS	LS	FS	SP	SCHO	SO	SCS	Overall	Entrep	4.5	4.6	4.4	4.1	4.5		4.4	4.5	4.5	4.5	4.444	BEED	4.5	4.5	4.4	3.9	4.6		4.2	4.3	4.5	4.6	4.389	BSEd	4.7	4.7	4.5	4.1	4.8		4.3	4.7	4.7	4.7	4.578	Grand Mean	4.57	4.60	4.43	4.03	4.63	3.63	4.30	4.30	4.57	4.60	4.023	Services	Adm	SR	GUI	HS	LS	FS	SP	SCHO	SO	SCS	Overall	MPA	4.8	4.8	4.6	4.3	4.7	4.4	4.7	4.3	4.7	4.6	4.7	MM-EPM	4.9	4.9	4.5	4.2	4.8	4.0	4.7	4.7	4.8	4.6	4.6	MM-HRM	4.9	4.8	4.7	4.2	4.2	4.2	4.7	4.5	4.5	4.6	4.5	MBA	4.9	4.9	5.0	5.0	4.8	4.3	4.7	4.5	4.7	4.4	4.6	Grand Mean	4.9	4.8	4.7	4.7	4.6	4.2	4.7	4.7	4.7	4.6	4.62
Services	Adm	SR	GUI	HS	LS	FS	SP	SCHO	SO	SCS	Overall																																																																																																																																																																																																																																																																																																																										
BEED	4.69	4.73	4.73	4.65	4.72	1.77	4.65	4.65	4.67	4.69	4.395																																																																																																																																																																																																																																																																																																																										
BSED	4.56	4.60	4.57	4.41	4.57	2.59	4.60	4.52	4.68	4.68	4.378																																																																																																																																																																																																																																																																																																																										
Grand Meaning	4.63	4.67	4.65	4.53	4.65	2.18	4.63	4.59	4.68	4.68	4.389																																																																																																																																																																																																																																																																																																																										
Services	Adm	SR	GUI	HS	LS	FS	SP	SCHO	SO	SCS	Overall																																																																																																																																																																																																																																																																																																																										
BSFI	4.49	4.36	4.54	4.36	4.62	3.94	4.43	4.56	4.36	4.42	4.408																																																																																																																																																																																																																																																																																																																										
Services	Adm	SR	GUI	HS	LS	FS	SP	SCHO	SO	SCS	Overall																																																																																																																																																																																																																																																																																																																										
BSA	3.97	3.99	4.16	4.00	3.81	3.33	3.88	3.37	3.90	3.98	3.84																																																																																																																																																																																																																																																																																																																										
BAT	4.33	4.29	4.45	4.18	4.10	3.75	4.35	4.02	4.33	4.26	4.21																																																																																																																																																																																																																																																																																																																										
BSABE	4.43	4.35	4.41	4.09	4.34	3.85	4.39	4.11	4.59	4.54	4.31																																																																																																																																																																																																																																																																																																																										
BSEM	4.48	4.40	4.58	4.41	4.37	3.57	4.42	4.28	4.43	4.46	4.34																																																																																																																																																																																																																																																																																																																										
Grand Mean	4.30	4.26	4.40	4.17	4.16	3.63	4.26	3.95	4.31	4.31	4.175																																																																																																																																																																																																																																																																																																																										
Services	Adm	SR	GUI	HS	LS	FS	SP	SCHO	SO	SCS	Overall																																																																																																																																																																																																																																																																																																																										
BSIT	4.6	4.6		4	4.2	4	4	4	4.2	4.2	4.2																																																																																																																																																																																																																																																																																																																										
BSIED	4	4		4	4	3.8	4	4	4	4.2	4.0																																																																																																																																																																																																																																																																																																																										
Grand Mean	4.30	4.30		4	4.10	3.90	4	4	4	4.2	4.10																																																																																																																																																																																																																																																																																																																										
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Entrep	4.5	4.6	4.4	4.1	4.5		4.4	4.5	4.5	4.5	4.444																																																																																																																																																																																																																																																																																																																										
BEED	4.5	4.5	4.4	3.9	4.6		4.2	4.3	4.5	4.6	4.389																																																																																																																																																																																																																																																																																																																										
BSEd	4.7	4.7	4.5	4.1	4.8		4.3	4.7	4.7	4.7	4.578																																																																																																																																																																																																																																																																																																																										
Grand Mean	4.57	4.60	4.43	4.03	4.63	3.63	4.30	4.30	4.57	4.60	4.023																																																																																																																																																																																																																																																																																																																										
Services	Adm	SR	GUI	HS	LS	FS	SP	SCHO	SO	SCS	Overall																																																																																																																																																																																																																																																																																																																										
MPA	4.8	4.8	4.6	4.3	4.7	4.4	4.7	4.3	4.7	4.6	4.7																																																																																																																																																																																																																																																																																																																										
MM-EPM	4.9	4.9	4.5	4.2	4.8	4.0	4.7	4.7	4.8	4.6	4.6																																																																																																																																																																																																																																																																																																																										
MM-HRM	4.9	4.8	4.7	4.2	4.2	4.2	4.7	4.5	4.5	4.6	4.5																																																																																																																																																																																																																																																																																																																										
MBA	4.9	4.9	5.0	5.0	4.8	4.3	4.7	4.5	4.7	4.4	4.6																																																																																																																																																																																																																																																																																																																										
Grand Mean	4.9	4.8	4.7	4.7	4.6	4.2	4.7	4.7	4.7	4.6	4.62																																																																																																																																																																																																																																																																																																																										

Client	Standard(s)	Certification Number(s)	Audit Type
Camarines Norte State College	ISO 9001:2015	01 100 1834850	Surveillance Audit 1

Item	Audit result																																													
	<ul style="list-style-type: none"> - Limited space of the Canteen (versus the number of students) - Very limited variety of foods served - Some Satellite Campuses have no Canteen <p>Action Items:</p> <ul style="list-style-type: none"> • Expedite the ongoing procurement of services for the rehabilitation of student canteen/ cafeteria • Conduct re-orientation of food attendants on Customer Service, Hygiene and Sanitation, Food Preparation, etc. • Revisit menu preparation and food costing and serving (apportioning) <ul style="list-style-type: none"> • It was also reported to the Meeting that the current retrieval rate of CSS questionnaire is only 92%. To improve further the retrieval rate, the Meeting suggested to distribute the CSS questionnaire earlier, preferably at least a month before the semester ends. <p>Research</p> <ul style="list-style-type: none"> • Dr Guinto reported to the Meeting that there are 6 researches (5 completed; 1 on-going) due for CSS. However, as of this data, only 3 projects have been evaluated. • Dr Guinto was advised to facilitate the completion/ retrieval of CSS questionnaire in the other 3 projects before the 3rd party audit <ul style="list-style-type: none"> • The results of the CSS in the 3 projects are presented below. As can be seen in the table, the satisfaction level is on the high side. <table border="1"> <thead> <tr> <th rowspan="2">QUEEN PINEAPPLE PROJECTS</th> <th colspan="5">Performance criteria</th> <th rowspan="2">TOTAL</th> <th rowspan="2">LEVEL OF SATISFACTION</th> </tr> <tr> <th>QRS (30%)</th> <th>TC (25%)</th> <th>CR (15%)</th> <th>TS (15%)</th> <th>CE/EP (15%)</th> </tr> </thead> <tbody> <tr> <td>Project 2</td> <td>1.40</td> <td>1.13</td> <td>0.75</td> <td>0.75</td> <td>0.75</td> <td>4.78</td> <td>Exceeds standard</td> </tr> <tr> <td>Project 4</td> <td>1.40</td> <td>1.25</td> <td>0.75</td> <td>0.75</td> <td>0.75</td> <td>4.90</td> <td>Exceeds standard</td> </tr> <tr> <td>Project 6</td> <td>1.40</td> <td>1.13</td> <td>0.75</td> <td>0.75</td> <td>0.75</td> <td>4.78</td> <td>Exceeds standard</td> </tr> <tr> <td>Total</td> <td>1.40</td> <td>1.17</td> <td>0.75</td> <td>0.75</td> <td>0.75</td> <td>4.82</td> <td>Exceeds standard</td> </tr> </tbody> </table> <p>Extension</p> <ul style="list-style-type: none"> • The satisfaction of Extension Service customers is evaluated per activity by the implementing delivery unit. For the period covered (November 2018 – October 2019), there were about twelve (12) completed extension activities/ projects. • Although the results of the CSS are analyzed and evaluated, there is no consolidated/ summary of the results. • The Extension Director was requested to prepare a Summary of the results including comparative analysis and evaluation which are to be presented to the Management. <p>Production</p> <ul style="list-style-type: none"> • The ISO Coordinator reported to the Meeting that the CSS for the Production Customers are on-going [Labo: rice traders, butchers/ vendors, canteen, etc; Mercedes: fish vendors/ traders, hatcheries, etc; Main: Hostel guests, printing press services, etc]. • Heads of relevant delivery units are requested to facilitate the completion/ retrieval of the CSS including the consolidation, analysis and evaluation, results to be presented to the Management. 	QUEEN PINEAPPLE PROJECTS	Performance criteria					TOTAL	LEVEL OF SATISFACTION	QRS (30%)	TC (25%)	CR (15%)	TS (15%)	CE/EP (15%)	Project 2	1.40	1.13	0.75	0.75	0.75	4.78	Exceeds standard	Project 4	1.40	1.25	0.75	0.75	0.75	4.90	Exceeds standard	Project 6	1.40	1.13	0.75	0.75	0.75	4.78	Exceeds standard	Total	1.40	1.17	0.75	0.75	0.75	4.82	Exceeds standard
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Internal audit and management review	<p>The organization measures MS implementation, maintenance and effectiveness by means of annually scheduled system audits. The organization reliably carries out these audits last Aug 27-29, and Sept 2-3, 2019. The 80 nonconformities identified in these internal audits had been corrected by the time the audit documented in this report was performed.</p> <p>Top management reviews the organization's quality management system at regular intervals and in line with the requirements to ensure its continuous suitability, adequacy and effectiveness. The management review of October 15, 2019 was carried out in accordance with the requirements and was effective.</p>																																													
Use of certificate and logo	<p>The logo and the certificate are used in compliance with the requirements. This has been checked by sampling. The sampling included business cards, company brochures or websites or others.</p>																																													

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		

Audit Report



Client	Standard(s)	Certification Number(s)	Audit Type
Camarines Norte State College	ISO 9001:2015	01 100 1834850	Surveillance Audit 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	1	1	1	1	1	1	1
No. of nonconformity	-	-	-	-	-	-	-	-	-	-	-	-
Chapter of standard	9.1	9.2	9.3	10.1	10.2	10.3						
Rating *	1	1	1	1	1	1						
No. of nonconformity	-	-	-	-	-	-						

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