



CLOSING MEETING

Surveillance 1 Audit

KHEN DAVID

26 DECEMBER 2025



CLOSING MEETING

THANK YOU VERY MUCH!

LBP Resources and Development Corporation

Management, QMS Team & All staff / Auditees

- Hospitality
 - Assistance
 - Cooperation
 - Generosity
 - Kind Support
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CLOSING MEETING: CONFIRMATION OF AUDIT

ISO 9001:2015; Amd1:2024

Type of Audit : Surveillance 1 Audit

UKAS Accreditation



CLOSING MEETING: CONFIDENTIALITY

We pledge for the confidentiality of your -

- Information
 - System
 - Customer
 - Strength and weakness
-



CLOSING MEETING: COMPANY DETAILS

Company: LBP Resources and Development Corporation

Address: 24th Floor, LBP Plaza, 1598 M.H. del Pilar Street cor. Dr. J. Quintos Street, Brgy. 699 Zone 076, Malate, Manila, 1004 Philippines



CLOSING MEETING: SCOPE CONFIRMATION

Scope of Registration

Construction of Buildings, General Engineering Works, Manpower Deployment and Administrative Support for Property Management

Exclusion: Clause 8.3 Design & Development

- **Everything cannot be checked**
 - **Audit will be based on sampling**
 - **Audit result will be based on outcome of the verification of audited sample**
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CLOSING MEETING: NON CONFORMITY

Non fulfillment of a requirement. Requirement can be from :-

- ❖ ISO 9001:2015; ISO 14001:2015; ISO 45001:2018**
 - ❖ Your established QMS; EMS; OHS**
 - ❖ Statutory & Regulatory requirements**
 - ❖ Customer requirements**
-

Nonconformity that does not affect the capability of the management system to achieve the intended results

It can be either one of the following situations:

- **a single system failure or lapse in conformance with a ISO 9001, ISO 14001, ISO 45001 standards or customer system requirement; or**
 - **a single system failure or lapse in conformance with a procedure associated to the organization's quality management system.**
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CLOSING MEETING: MAJOR NON CONFORMITY

Nonconformity that affects the capability of the management system to achieve the intended results.

Nonconformities could be classified as major in the following circumstances:

- if there is a significant doubt that effective process control is in place, or that products or services will meet specified requirements;**
 - a number of minor nonconformities associated with the same requirement or issue could demonstrate a systemic failure and thus constitute a major nonconformity.**
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CLOSING MEETING: OPPORTUNITIES FOR IMPROVEMENT (OFI)

Relates to a matter about which the assessor is concerned but which cannot be clearly stated as a non-conformance. Opportunity for improvement also indicates trends that may result in a future non-conformance.



CLOSING MEETING: AUDIT FINDINGS PRESENTATION

GOOD POINTS:

1. Top management and staff commitment in implementing and maintaining QMS was commendable.
 2. Dedication, Commitment and Active participation of all staff and auditees is noteworthy.
 3. Good results of customer satisfaction survey with details reporting and analysis is noteworthy
 4. The completeness of the details in the Management Review Report dated Dec. 18, 2025 are noteworthy.
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Opportunities for Improvement: 9 OFI (s)

Ref No.	Clause No.	Details of any finding(s) raised.	Type (Major NC, Minor NC, OFI or AoC)
1	4.2	- Need to ensure that the Community is included in the List of the Interested Parties and their Needs and Expectations	OFI
2	10.2	- Make sure that the released 19 Corrective Action Request are verified on the next audit.	OFI
3	8.6	- Make sure that the traceability of the authorized signatures are traceable example MOA – Janitorial Services	OFI
4	8.5.1	Manpower Deployment - Need to make sure that the Manpower and Maintenance Services Manual are aligned in actual implementation. The issuance of Certification of Absorptive Capacity is not mentioned in manual	OFI

Opportunities for Improvement: 6 OFI (s)

Ref No.	Clause No.	Details of any finding(s) raised.	Type (Major NC, Minor NC, OFI or AoC)
5	8.5	<p>CMD:</p> <ul style="list-style-type: none"> a. Consider to reflect in the Gantt Chart the coverage of Contract Time Extension. b. Make sure to completely fill up the Tool Box Meeting Minutes. i.e. checked by and noted by. c. Consider to completely fill up the Construction Logbook. i.e. weather condition, manpower utilization breakdown, and signature of Team Leader 	OFI
6	8.4	Need to make sure that the documented procedure for supplier's evaluation process are register to the document control.	OFI



CLOSING MEETING: AUDIT FINDINGS PRESENTATION

Minor Nonconformity

FOUR (4)



CLOSING MEETING: AUDIT FINDINGS PRESENTATION

Ref No.	Clause No.	Details of any finding(s) raised.	Type (Major NC, Minor NC, OFI or AoC)
1	7.5	<p>The document control process was not effective.</p> <p>Evidence:</p> <ul style="list-style-type: none">- The following documents presented has no form number.<ul style="list-style-type: none">a. Internal Quality Audit Opening and Closing Meetingb. Suppliers Performance Assessment Reportc. Summary of Performance Evaluation and Appraisal for Goods and servicesd. Client Folder Checkliste. HR forms <p>The following external documents are not registered.</p> <ul style="list-style-type: none">a. PNS ISO19011:2018 – Guidelines for auditing management system (external documents)b. PNS ISO9001:2024 with amd1:2024 – Requirements	Minor NC



CLOSING MEETING: AUDIT FINDINGS PRESENTATION

Ref No.	Clause No.	Details of any finding(s) raised.	Type (Major NC, Minor NC, OFI or AoC)
2	9.2	<p>The control of internal audit was not effective.</p> <p>Evidence:</p> <ul style="list-style-type: none">- no evidence of audit checklist- no Internal Auditors Evaluation report- to ensure that the appropriate correction and corrective actions without undue delay are not evident (Internal Quality Audit conducted from Nov. 7-29, 2025 is reported dated Dec. 17, 2025, and thee issued 19 CAR dated Dec. 22, 2025 are all open and no response from the auditees)	Minor NC



CLOSING MEETING: AUDIT FINDINGS PRESENTATION

Ref No.	Clause No.	Details of any finding(s) raised.	Type (Major NC, Minor NC, OFI or AoC)
3	7.1	<p>The established Recruitment and Selection for Applicants was not effective.</p> <p>Evidence 1: No Job Order and Job Description was presented for Ma. Blesziel Amaro, Timekeeper and Chuckie Santos, Appraiser Assistant.</p> <p>Evidence 2: The process for recruiting, screening and conducting interview stated in the procedure does not match with the actual process being conducted.</p> <p>Evidence 3: No passing score established in the Interview Sheet to clearly determine if the applicant passed the interview or not.</p>	Minor NC

CLOSING MEETING: AUDIT FINDINGS PRESENTATION

Ref No.	Clause No.	Details of any finding(s) raised.	Type (Major NC, Minor NC, OFI or AoC)
4	7.2	<p>The organization was not able to determine the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system.</p> <p>Evidence 1: No established process for Training Evaluation and Training Effectiveness</p> <p>Evidence 2: The organization is requiring to submit an action plan as an attachment on how the employee intends to operationalize the innovations/improvements that he/she gathered in the training however there was no evidence provided during the audit.</p>	Minor NC



CLOSING MEETING: AUDIT FINDINGS PRESENTATION

Major Nonconformity

NONE



CLOSING MEETING: HANDLING OF AUDIT FINDINGS

Opportunities for Improvements (OFI)

- **No document required to submit**
 - **Held by the client for close out at the next visit.**
 - **Recommended to take action internally and immediately**
 - **Include as input during next management review**
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Non conformities-Action

- **You need to start the containment process immediately (Correction/remedial action)**
 - **Expectation**
 - **Don't wait for the formal reporting of nonconformity to start containment action**
 - **Review other areas/processes for the need of same/similar containment action**
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CLOSING MEETING: HANDLING OF AUDIT FINDINGS

- **Timeframe for Corrective Action Plans (CAP)**

For major non-conformances identified at any type of audit, except Stage 1, within 10 working days and actions to address Major NCs completed within 3-months. A special visit may require for the verification of closure of the audit finding/s.

For minor non-conformances identified at stage 2/certification, recertification and special visits within 10 working days.

For minor non-conformances raised at stage 1 and surveillance visits the CAP should be held by the client for close out at the next visit. Require 10 working days to submit action plan.



CLOSING MEETING: AUDIT RESULTS

SURVEILLANCE AUDIT RESULTS
ISO 9001:2015

LBP Resources and Development Corporation

PASSED

Continued Certification is Recommended



CLOSING MEETING: NEXT AUDIT ACTIVITY

Surveillance 2: Dec. 2026



CLOSING MEETING: NQA APPEAL PROCESS

- *In case of disagreement from the auditee on the findings, auditees may request for review with proper justification/Evidences. Auditor/Lead Auditor shall review*
 - *If not satisfied with the review the auditees can appeal to NQA for review of the findings. NQA will process the appeal as per established independent appeal process*
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Q&A





CLOSING MEETING

In behalf of NQA Philippines,

THANK YOU VERY MUCH!

- Hospitality
- Assistance
- Cooperation
- Generosity
- Kind Support

Lead Auditor: Ms. Khen David

Auditor: Ms. Patricia Tabuton



THANK YOU

&

CONGRATULATIONS!

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