

## Corrective Action Register

Recertification and Transfer (ISO 9001:2015), **Philippine Carabao Center National Headquarter and Gene Pool**

Date: 18-19 March 2021

Auditor: **Zoraida L. Manalastas**

C.A.R Number	Date	Client Ref.	Client Details	Corrective Action Details	Closed By	Closed Date
1	March 18, 2021	ZM OFI 1	<p><b><u>INTERNAL AUDIT</u></b></p> <p>a) Basis/criteria for the Observer Auditor to become Internal Auditor can be establish, i.e. number of audit conducted.</p> <p>b) Evaluation of the Peer Auditor can be added in the Performance Evaluation of Auditors (PCC-IAF-08) to establish auditor's performance.</p>	<p>(a) Criteria for the Observer Auditor to become Internal Auditor will be included in the Implementing Guidelines for Internal Auditors.</p> <p>(b) Revision of Performance Evaluation Tool (PCC-IAF-08) to include evaluation of Peer and Lead Auditor for the parameters Audit report and Audit follow up.</p>		
2		ZM OFI 2	<p><b><u>HUMAN RESOURCE MANAGEMENT SECTION</u></b></p> <p>Confidentiality Agreement with the Job Order personnel, to ensure knowledge gain from the Organization will not be channelled when the contract of JO personnel ends.</p>	<p>To include stipulation of Employee Non-Disclosure Agreement in the Contract of Service executed by Job Order personnel in the next renewal period (July – December 2021)</p>		
3		ZM OFI 3	<p><b><u>CONTROL OF DOCUMENTED INFORMATION</u></b></p> <p>Adherence to the Organization's Control of Documented Information Procedure (PCC-DCIP-01) is needed to ensure revisions of documents were properly implemented</p>	<p>Constant and thorough review of Documented Information will be implemented to ensure accuracy of all documents.</p>		

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4	March 19, 2021	ZM OFI 4	<p><b><u>LEARNING EVENTS COORDINATION SECTION</u></b></p> <p>a) A need for align customer satisfaction rating of stakeholders of School on Air from % to the rating scale used in the customer satisfaction rating to ease evaluation/analysis</p>	<p>The SOA rating scale used for the evaluation of the said activity was from the Agricultural Training Institute (ATI), also a QMS Certified agency and PCC's partner in this particular activity. PCC and ATI have their own formula in computing the overall rating and equivalent adjectival rating in assessing its client satisfaction survey therefore, aligning the CSR for both agencies would not be possible.</p>		
5		ZM OFI 5	<p><b><u>CUSTOMER SATISFACTION SURVEY</u></b></p> <p>a) Average Rating obtained on the School on Air entitled "Sustansyang Naguumapaw Hatid ng Gatas Kalabaw Radio Broadcast on Dairy Buffalo" conducted last March 25, 2020 to June 29, 2020 was 4.24, which was below the target of 4.25.</p>	<p>a. The SOA rating scale used for the evaluation of the said activity was from the Agricultural Training Institute (ATI). PCC and ATI have their own formula in computing the overall rating and equivalent adjectival rating in assessing its client satisfaction survey.</p> <p><b>Case in Point:</b> ATI point score of 3.76-4.50 is equivalent to Very Satisfactory PCC point score of 4.25-4.50 is equivalent to Very Satisfactory</p>		

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			<p>b) Ratings of ICTS for 1<sup>st</sup> &amp; 2<sup>nd</sup> semesters 2020 were below the target of 4.19 and 4.23 respectively, which were below the target of 4.25.</p>	<p>b. The low CSS Survey result for the services rendered by ICTS was because of the change in the conduct of meetings and seminars from physical to virtual as this happened during the height of the pandemic. The team was still learning the intricacies of the technology but it was already used to ensure PCC's service continuity. This resulted to calls that were not responded since all of the ICTS team members have to be in the venue where the controls for the virtual activity are. To address this, at least one staff of the ICTS must remain in the office to address calls and concerns from employees while other ICTS staff will assist in the virtual events of the agency. There are a total of 4 staff in the section. In that way ICTS will cater all ICT concerns of the agency.</p>		

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			<p>c) Ratings on the Resource Speaker for the conduct of Webinar series with the topic “Artificial Insemination and Pregnancy Diagnosis in Large Ruminants” on the areas Ability to teach/ communicate ideas &amp; Ability to answer questions have Satisfactory (1.4% &amp; 5.6% respectively). Target was Very Satisfactory.</p> <p>No root cause / correction were done/conducted.</p>	<p>c. The generated responses from the Ability to teach/ communicate ideas &amp; Ability to answer questions have Satisfactory (1.4% &amp; 5.6% respectively) are considered outliers and cannot be used to draw general conclusions. Root cause analysis for specific parameters will only be made if the figure is significant and can potentially affect the overall rating. The target of 4.25 rating (Very Satisfactory) applies to the overall satisfaction rating.</p>		

PLEASE COMPLETE THIS REPORT AND SUBMIT TO WQA OFFICE WITHIN ONE WEEK.

Email: [admin@wqaph.com](mailto:admin@wqaph.com)

**CERTIFICATE WILL BE PROCESSED AFTER THIS REPORT HAS BEEN COMPLETED AND SENT TO WQA, RELEVANT EVIDENCE(S) FOR THE ABOVE FINDINGS (MINOR FINDINGS) ARE SUBMITTED, AND ADMINISTRATION MATTERS ARE COMPLETED. THANK YOU & BEST WISHES FOR YOUR CONTINUOUS SUCCESS!!!**