

Initial Report

Company Name : **Commission on Filipinos Overseas (CFO)**

Address : **Site 1/HQ:**1345 President Quirino Ave. Corner Osmena Highway,Paco, Manila
Site 2:Citigold Center II 2nd Flr 1388 F. Icasiano St. Cor. Gernale St., Paco, Manila, Philippines

Auditee Representative : Justice Francisco Acosta – Secretary
Atty. Wendell Dimaculangan – HEA, OSEC

Lead Auditor/Auditor(s) : Rhene Rose Zara, Lionell Aala, Melchor Camina

Expert(s)/Trainee(s) : N/A

Standard(s) : ISO 9001:2015

Certificate No. : 01 100 1734738

Audit Type : First Surveillance Audit

Audit Dates : 09 December 2021

Scope(s) of Certification : **Site 1/HQ:**Provision of Welfare Services for Overseas Filipinos, Policy Development, Program Management and Support Processes for Filipino Emigrants and Migrants
Site 2:Provision of Administrative and Finance Support Services

Audit findings

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.

Positive findings and opportunities for improvement

No.	Unit/Department Site	Positive findings
1	Top Management	The following improvements were commendable: <ul style="list-style-type: none">• DBM and DICT MITHI Approval of CFO Information Systems Strategic Plan for 2021 and 2022-2024• Online System (OFCORS) System for Registration, featured by Development Academy of the Philippines, Center of Excellence on Public Sector Productivity on the Ease of Doing Business

2	Admin and Finance Division	<p>Grant of Unqualified Opinion by COA dated 25 June 2021 for 2020 Financial Statement</p> <p>Commended by Department of Budget and Management that despite the negative effects of the pandemic, the agency continued to strive towards attainment of its Financial and Physical target for FY 2021 as well as Financial target for FY 2020.</p> <p>Payslip formatting implemented year 2021 reflecting the deductions, Annual Leave status, Tax deduction matrix for better references of employees is noteworthy.</p>
3	MIS	Fourteen (14) system created for year 2021.

The following recommendations and opportunities for improvement provided by the audit team are intended to contribute to the continuous improvement of the management system. They also serve to eliminate any weaknesses still existing in the organization, ensure management system effectiveness and prevent nonconformities.

	Unit/Department Site	Observations and opportunities for improvement
1	Management Review	Ensure to include also in the Management Review discussion the status of the Customer Complaint/s and overall assessment on the applicability, suitability of the existing management system based on discussed inputs accomplishment.
2	Non-conformity and Corrective Action	<p>Ensure timely communication in between concerned department on the status of issued Request for Action for proper documentation and references. As sampled</p> <ul style="list-style-type: none"> • RFA No. MIED-21-0001 dated 28 October 2021 & MIED-21-0002 dated 07 December 2021 • RFA No. PMD-21-001 dated 28 October 2021
3.	ADMIN - Procurement	Consider to revisit the BAC processing under enrolled process of the Admin and Finance Division to verify the check and balance in the processing of procurement (e.g. AFD handles the APP and Financial liquidation/disbursement).
4.	HR – Learning & development	<p>Ensure to revisit the process of evaluation of effectiveness of the training conducted especially those training that are with significant impact to operations (e.g. Training Webinar about on Solution-Focused Model in tele-counseling). Currently, the only training evaluated are those more than 8 hours seminar.</p> <p>Ensure to use result of Individual development Plan assessment as part of input in the drafting of the organizational training plan.</p>
5.	Customer Complaints	Ensure timely provision of root cause and action plan/s for complaints raised by stakeholders especially on those repetitive ones.
6.	Migrant Integration and Education	<p>In the provision of on-line services may consider the following:</p> <ul style="list-style-type: none"> • Include in the survey questionnaires the customer perception on the issue of connectivity and performance of Bayad centers or pay stations • Timeline in the introduction or implementation of programs such as PDOS webinars (with interaction) for migrants or would-be immigrants to certain countries other than the US, e.g. Canada, Australia.

7.	Project Management Process	<p>There is a need to consider the following:</p> <ul style="list-style-type: none"> Based on the data on countries or nations visited by the CFO representatives for promotions, may include in future missions other nations (islands or territories) determined by the CFO as significant in terms of the number of Filipinos concentrated in the identified locations. Monitor, analyze and evaluate the delivery time for the approved stickers on applications for registration of exchange visitors. As part of the steps in the registration process for exchange visitors, include in the survey of customers the delivery time incurred by the courier. As end-user, may participate in the evaluation of the delivery performance of the courier as outsource process provider.
8	Scope of QMS	Ensure the need to review the requirements of 8.3 Design and Development of Products and Services. Documented design plan and series of test requirement must be ensured. This will be checked next visit.
9	Internal Audit	<p>The following will be checked next visit.</p> <ul style="list-style-type: none"> Availability of documented evidence (e.g RFA for PNC issued 2020) preserving integrity of documented evidence of such audit activity. Alignment of clauses and subclauses applicable to each processes in the audit plan and audit checklist Evaluation plan to determine competence of internal auditors in evaluating processes and system as a whole.

Nonconformity/ies

No.	Reference	Nonconformity
		Major (0) Minor (0)

Audit Result

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).

The audit team therefore recommends:

Maintenance of existing certificates.

Next Audit Schedule: 20 December 2022 (- 3 months / + 0 days)

Agreed date: October 2022

Statement of Non-Conflict of Interest

The auditor / audit team declares that I / they have neither performed any internal audits for the organization nor provided any consulting services for the development and implementation of the organization’s management system within the last two (2) years. I / We also confirm that there are no other conflicts of interests with regards to the performance of this audit.

09 December 2021

Rhene Rose Zara, Lionell Aala, Melchor Camina

Date

Audit Leader / Auditor(s)

*Note: This **Initial Report** serves as the proof of completion of this cycle of audit activities and will be superseded upon issuance of the official **Audit Report**.*

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