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CERTIFICATE

01 100 1734738

Audit Report as per

ISO 9001:2015

For

Commission on Filipinos Overseas (CFO)

Citigold Center, 1345 President Quirino Ave. corner
Osmeña Highway, Paco, Manila 1007 Philippines

Client	Standard(s)	Certification Number(s)	Audit Type
Commission on Filipinos Overseas (CFO)	ISO 9001:2015	01 100 1734738	Recertification Audit

Contents

1	Audit result.....	3
2	Scope.....	4
2.1	Description of the organization.....	4
2.2	Scope of certification	4
3	Changes in the management system / Contract review.....	5
4	Audit findings	5
5	Dates.....	9

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Audit Leader : Mr. Lionell G. Aala

Audit Team : Ms. Zenaida Cruz, Ms. Michelle Pestanas, Ms. Cecile

Client's representative : Sec. Francisco Acosta

Audit Date : Dec. 17, 2020

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"/>	<p>The current audit revealed the following nonconformities:</p> <table border="1"> <thead> <tr> <th>Standard(s):</th> <th>No. of major nonconformity</th> <th>No. of minor nonconformity</th> </tr> </thead> <tbody> <tr> <td>ISO 9001</td> <td>Zero (0)</td> <td>Zero (0)</td> </tr> </tbody> </table>	Standard(s):	No. of major nonconformity	No. of minor nonconformity	ISO 9001	Zero (0)	Zero (0)
Standard(s):	No. of major nonconformity	No. of minor nonconformity					
ISO 9001	Zero (0)	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:..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).						

The auditor therefore recommends:

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

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2 Scope

2.1 Description of the organization

With the Presidential Decree No. 442 (Labor Code of the Philippines), which was passed in 1974, created the Overseas Employment Development board in order to set-up systematic program for the overseas employment of Filipino workers as well as register and monitor emigrants leaving for various countries. In June 1980, Batas Pambansa Blg. 79 was enacted to strengthen the government's policy on the promotion of migrant welfare and interest. It created the Commission on Filipinos Overseas which replaced OEA but retained and further expanded its mandate. Pursuant to provisions of Batas Pambansa Blg. 79, the CFO is tasked to perform the following functions: - Provide advice and assistance to the President of the Philippines and the Congress in the formulation of policies and measures affecting Filipinos overseas; - Formulate, in coordination with agencies concerned, an integrated program for the promotion of the welfare of the Filipinos overseas for implementation by suitable existing agencies; - Coordinate and monitor the implementation of such integrated program; - Initiate and directly undertake the implementation of special projects and programs, whenever necessary, to promote the welfare of Filipinos overseas with respect to their interest and activities in the Philippines; - Serve as a forum for preserving and enhancing the social, economic and cultural ties of the Filipinos overseas with their motherland; - Provide liaison services to Filipinos overseas with appropriate government and private agencies in the transaction of business and similar ventures in the Philippines; - Promulgate rules and regulations to carry out the objectives of BP 79; - Call upon any agency of the Government, including government owned or controlled corporations, to render whatever assistance is needed in the pursuance of the objectives of this Act; and - Perform such other related functions as may be directed by the President or assigned by law. Republic Act No. 9208 as amended by Republic Act no. 10364 mandates CFO to conduct pre-departure counseling services for Filipinos in intermarriages. It shall develop a system for accreditation of NGOs that may be mobilized for purposes of conducting pre-departure counseling for Filipinos in intermarriages. It shall ensure that counselors have the minimum qualifications and training of guidance counselors as provided by law. Republic Act No. 10906, expanded the scope of RA 6955 or the Anti-Mail Order Act of 1989 which only covers Filipino women mandating CFO, among other agencies to conduct constant monitoring and formulation of policies pertinent to the scheme, and mandatory provision of temporary shelter, free legal assistance, case management, psychological support and other intervention program for the victims. CFO missions to be the Philippine's premier institution in promoting policies, programs and projects with Migration and Development as a framework for the strengthening and empowerment of the community of the Filipinos overseas. CFO envisions a community of well-respected and proudly competitive Filipinos overseas who contribute significantly to the productivity and well-being of the countries where they reside or work while maintaining strong political, economic, and cultural ties with the Philippines. The CFO is also mandated to establish and maintain local extension offices/desks per Executive Order 346. CFO has an extension desk at the NAIA terminals 1, 2 and 3 and satellite offices in Cebu City and Clark, Pampanga.

2.2 Scope of certification

Scope of certification: (per standard):	Provision of Welfare Service for Overseas Filipinos, Policy Development, Program Management and Support processes to Filipino Emigrant and Migrant
ISO 9001 standard requirements which are not applicable:	7.1.5.2 Measurement Traceability 8.3 Design and Development
Reasons for non-applicability:	7.1.5.2: There is no monitoring and measuring equipment / device required in providing CFO's services. 8.3: The services provided by CFO are created with the intentions of provided basic needs and requirements of the Migrant and Emigrant Filipinos Overseas.

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The management representative has appropriate authority over the sites included in the multi-site organization.

Part of the audit was done by using ICT (Information and Communication Technology). The used method was effective to achieve the audit objectives.

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	Standard(s)	Audited
01 100 1734738 / 01	Commission on Filipinos Overseas Citigold Center, 1345 President Quirino Ave. corner Osmeña Highway, Paco, 1007 Manila, Philippines	464 regular + 46 contract of service	Provision of Welfare Service for Overseas Filipinos, Policy Development, Program Management and Support processes to Filipino Emigrant and Migrant	ISO 9001: 2015	<input checked="" type="checkbox"/>
01 100 1734738 / 02	Commission on Filipinos Overseas Citigold Center, 1345 President Quirino Ave. corner Osmeña Highway, Paco, 1007 Manila, Philippines	13 regular + 19 contract of service	Provision of Administrative and Finance Support 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:

- Automated client satisfaction survey online to capture more perspective of client on the services provided.
- Launching of Viber Voice with CFO and Migrants.
- Newly created and improved information system platforms for easier transactions an client engagement.

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 auditor 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.

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No.	Unit/Department Site	Positive findings
1	All - Satisfaction	Despite of all difficulties and challenges brought by Pandemic, CFO still manage to maintain good quality services, better perspective of customer satisfaction as expected by its interested parties which are manifested thru different customer surveys / feedback. This is commendable.
2	Management /MIS/ All	Contactless transactions to different customers / interested parties by actively transitioning to virtual and online transactions is commendable.
3	Management	In lieu with COVID 19 Response plan of the National Government, CFO have allotted funds worth of millions from 2020 budget. This is commendable.
4	Management	<p>Acquisition of the following equipment in aid of providing customer satisfaction is noteworthy.</p> <ul style="list-style-type: none"> • 20 Brand new laptop (DEL Vostro 34lds 14 in FHD Ryzen 5 3500U and Acer Nitro AN515-55-76EA • 8 Scanners • 13 Printers • 2 Vacuum and 1 Polisher <p>Provision of the following in view of COVID 19 pandemic.</p> <ul style="list-style-type: none"> • Transportation Vehicles for employees • Vitamins free of charge • Disinfection of areas on a regular basis
5	MISD	<p>Commendation on the plaque of Participation as Finalist in Government Best Practice Recognition 2019 for the Administration Request Information System (ARIS) given by Development Academy of the Philippines on 5th day of December 2019.</p> <p>20 New and/or enhance Information System for Y2020 . This is commendable.</p> <ul style="list-style-type: none"> - Frontline Feedback System(Pre-Covid) - Utility Module for on-hold and No record-GCP - HRIS-TMS leave monitoring system - Payment Courier Monitoring System - OF-CORS Payment and Delivery Portal - 15 enhancements (for existing information systems).
6	Policy Planning Research	The engagement and awareness of the Division is high as manifested by the active participation of the whole team during the audit process.

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7	Internal Audit	The blended approach in the conduct of internal audit (Partly Remote/Partly Physical) which demonstrates the flexibility of the team to address the changing requirements brought about by Pandemic is noteworthy.
8	Site 2 - HR	Recipient of Bronze Award given by Civil Service Commission dated July 24, 2019 for achieving a process-defined HRM in the four core HRM systems under the Enhanced Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM).

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		
1	Project Management Process	There is on-going review on the drafted MOA with Filipino Korean Heritage Association for the proposed Balinkbayan Project Online. If possible, may consider to include language prescribed (e.g. English) ensuring readability. Likewise, should project allows engagement (e.g. posting of comments) of participants to available information, may review the needs to apply filtration prior posting.
2	Migrant Integration and Education – Guidance and Counselling Program	The timeliness in completing deliverable is currently under assessment due to changes in electronic process. This will be checked next visit.
3	MISD	<p>Consider aligning target indicator on the Work plan with the control method being used (e.g. client rating consistent with Project Request and Feedback For systems Development and Other Services).</p> <p>Consider improving target relevant to Multimedia and Creative Design Process (e.g. timeliness of completed Designed IEC Materials).</p> <p>Consider enhancing Information Systems and Web Development Process by including deliverables for each activity for reference.</p>

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4	Policy Planning Research Process	<p>May need to review/update the Risk Registry to ensure relevant issues are considered in the Risk and Opportunity Assessment (e.g. internet connectivity, brown out, sustaining interest of the public etc.)</p> <p>Likewise may need to indicate a more specific date of the committed catch-up plan as part of the corrective action on those non achieved targets.</p>
5	Internal Audit	<p>Ensure the following:</p> <ul style="list-style-type: none"> a) Changes affecting the organization is clearly considered in the planning of the audit programme. b) Categories of findings(e.g. Potential Nonconformity) are in accordance with the documented information c) Requirements of the standard are covered in the Internal Audit Planning. d) Review and update procedure accordingly. <p>Need to review turn -over of Internal Auditors to ensure process continuity.</p>
6	Procurement	<p>May consider the following:</p> <ul style="list-style-type: none"> a) Define the leadtime to objectively evaluate the Responsiveness in the Service Provider Evaluation b) Secure acknowledgment of receipt including committed action in case of below expectation performance c) Improve the monitoring of purchase order to include not only the date of delivery but also the take off point to measure the 7 days working days as a target for performance.
Site 2		
7	General Service	<p>There is a plan/draft for schedule maintenance for CFO vehicles and yet to be finalized. This will be follow through next visit.</p> <p>Consider improving the manner of monitoring of the QOT to specifically reflect the actual performance achievement against the target.(i.e. General Services / Transportation and Janitorial Services - of 90% of CFO employees rate the transportation services satisfactory and above)</p>

Audit Report



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8	HR	Progress of implementation and result of the newly established Office Order No. 138 New Guidelines for Training Request and Training Evaluation in collaboration with Office Order No. 111 (Finance) for strict implementation of Training Evaluation will be checked next audit.
9	Customer Complaints	Consider consolidating all customer complaints and feedbacks received regardless of the source of these complaints/feedback. Likewise, ensure to improve the monitoring of the status of these complaints/feedback based on actions implemented.

5 Dates

Due Date for the next audit

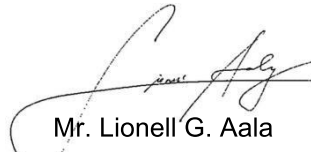
2021 Dec. 20

Agreed date for the next audit

2021 Nov.

Jan 8, 2021

Date



Mr. Lionell G. Aala
Audit Leader / Auditor(s)

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Annex ISO 9001:2015

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"> • Operations • Workplace organization • Human resource • Funding • Monitoring and evaluation • Financial reports • Political • Economic • Socio-cultural • Technology • Legal • Environment <p>The organization has identified interested parties and the requirements of these parties. Examples for such determined interested parties are:</p> <ul style="list-style-type: none"> • Office of the President, Congress, and other executive government agencies • Frontline clients (Emigrants, Spouses of foreign nationals Youth migrants, Au Pair participants, EVP participants, Filipino Youth Overseas, etc.) • Assistance to Nationals (ATN) clients • Applicants of No Objection Statement (NOS) • LINKAPIL Donors (diaspora and foreign partners) • LINKAPIL Beneficiaries • Enhancement Training Sponsorship (ETSP) Project Beneficiaries • Filipino Diaspora Community • Filipino Community Philippine Embassies and Consulates • Foreign Embassies • Philippine Schools Overseas • Regulatory Bodies, IAC, Technical Working Groups and other government partners • Local Government Units Civil society / Non-Government and International / Multi-lateral organizational partners. • Academe • Suppliers • Employees • Private partners
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"> • Respond to 1,500 inquiring clients via phone trunkline • Submit weekly report on Frontline Client's Feedback – 90% as satisfactory • Conduct of pre-departure and welfare services to at least 180,000 emigrants and Filipinos overseas • Community education program: Information Campaign on Migration for 1800 OF participant

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	<ul style="list-style-type: none"> • Conduct information campaign on migration in 48 areas (provinces, municipalities and cities) • Webinar • 85% of attendees rate the programs provided as good or better (e.g. PDOS, guidance and counseling) • Policy Inputs, Researches and Studies – Develop and submit 12 researches, studies, bills and policy inputs relevant to overseas Filipinos • Registration of Emigrants/Pre-Departure Orientation Seminar (including Mobile PDOS) • Guidance and counselling program for 13,904 OF • Conduct pre-departure and welfare services to at least 480 EVP participants • Provide technical and administrative assistance to 38,000 students, teachers and non-teaching personnel of Philippine Schools Overseas • Provide technical and administrative services for activities relative to 2,500 stateless children with Filipino parentage in Sabah • Accreditation of at least 70 Overseas Filipino Associations and building of the CFO's own database with an approximate members of 35,000. <p>These objectives are cascaded and translated into Key Performance Indicators in different departments. Other quality objectives are reflected in OPCR, DPCR and IPCR. These are monitored regularly. The assigned QMR was responsible in implementing and monitoring the Company's Quality Management System to ensure its effectiveness.</p>
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"> • Project Management Process • Policy Planning Research process • Guidance and Counseling process • Pre-Departure Orientation process • Assistance to Nationals process • Frontline Services process • Management Information System processes <p>Support Processes include the following:</p> <ul style="list-style-type: none"> • Human Resource and training • Financial process • Records and Control Knowledge Management process • Procurement and Property Management process • General Services process • Information System and Promotions processes

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	<p>The following processes have been outsourced: Contact service provider such as the Dynamic Outsourced Solutions (BPO/Call Center) to provide the contact center # 1343 in Assistance to Nationals (ATN). The call center agreement in terms of requirements of CFO is embodied in the Contract Agreement document. 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"> • Operation • Human Resource • Admin and Finance • Office of the Executive Director/Secretary • Procurement • General Services • Maintenance • Guidance and Counselling • Assistance to National • Pre-Departure Orientation Seminar • Project Management • Policy Planning Research • Frontline Services • MIS <p>Examples of risks and opportunities of processes identified are:</p> <ul style="list-style-type: none"> • Delay in delivery of service due to limited resources • Delay in the delivery of service under the 'New Normal' due to technology issues such as slow internet connections, clients not familiar with the use of computer, etc. • Fake documents • Increased clients' complaints on online systems due to technological and procedural gaps • Increased clients' complaints on online systems due to technological and procedural gaps • Data Subject's consent was not explicitly secured prior to data collection • Over collection data • Uncooperative immigrants • Limited resources causing delays in the process • Unresolved customer complaints • Increase in the number of overseas Filipino schools not recognized in the Philippines • Noncompliance to regulatory requirements • Computer system malfunction

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	<ul style="list-style-type: none"> • Delayed delivery of purchased materials • No retention and disposal policy for digital and electronic data • Unauthorized access, disclosure and use of sensitive agency data <p>Examples of measures taken to react on identified risks are:</p> <ul style="list-style-type: none"> • Implement rotating schedule of CFO officers assigned to respond to CFO Facebook Page inquiries • Request of additional frontline officers to be assigned as verifiers for payment and delivery of clients' registration documents • Capacitate case officers on effective case handling • Advisory to the public to be posted on the CFO website on the alternate service in case of system failure • Update FAQ specific to clients' concerns on online system failure • Internal guidelines on redress for clients having difficulty accessing CFO online system • 4. Schedule technical review of the effectiveness of the system • Coordination of immigrants in other countries • Requesting DFA for unresolved cases • Checking of submitted documents • Posting of citizen's charter in strategic location • Daily monitoring of customer complaints • Maintaining stock level of materials • Orientation of taxpayers • Formulate and implement a data retention and data disposal policy for digital and electronic data • Develop and implement a Data Privacy Manual <p>Examples of risks and opportunities concerning the context of the organization are:</p> <ul style="list-style-type: none"> • Changing policies and guidelines immigration • DFA-CFO exchange of information and coordination • Increasing immigrants • Public awareness on immigration <p>Concerning risk based thinking the following tools are used:</p> <ul style="list-style-type: none"> • Risk and Opportunities Register
Customer-related and other requirements	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. The requirements of the public such as Filipinos Overseas are governed by the national law for migrants and emigrants. Requirements such as trainings, orientation, legal assistance, counseling, and others are provided for Filipino applicants.

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	<p>Offers are prepared and approved by the appointed Secretary. The person who prepared the offer reviews the contract to ensure its compliance with 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"> • Timely provision of the services offered by the agency as mandated by the Law (e.g. prescribed thru Citizens Charter) • Completeness and relevance of trainings and orientation for migrant and emigrant Filipinos • Validity of legal assistance provided for persons seeking the service • Availability of modules, informations required or expected by customers including qualified and competent personnel • Availability of IT tools and security of information used in online platforms as tool in engaging with customers. <p>The following are some of the applicable regulatory, statutory and customer-related requirements include:</p> <ul style="list-style-type: none"> • Republic 8424-The National Internal Revenue Code • Republic Act 6713 –A code of conduct and ethical standards for public officials and employees • CSC MC No. 13, s. 1999 (Policies on the Performance Evaluation System) • Republic Act 9485 –Anti Red Tape • Republic Act 9470 – National Archive of the Philippines • Republic Act 9184 –Procurement Law • Promulgate rules and regulations to carry out the objectives of BP 79; – Republic Act No. 9208 as amended by Republic Act no. 10364 mandates CFO to conduct pre-departure counseling services for Filipinos in intermarriages. It shall develop a system for accreditation of NGOs that may be mobilized for purposes of conducting pre-departure counseling for Filipinos in intermarriages. It shall ensure that counselors have the minimum qualifications and training of guidance counselors as provided by law. • Republic Act No. 10906 expanded the scope of RA 6955 or the Anti-Mail Order Act of 1989 which only covers Filipino women mandating CFO, among other agencies to conduct constant monitoring and formulation of policies pertinent to the scheme, and mandatory provision of temporary shelter, free legal assistance, case management, psychological support and other intervention program for the victims
Customer satisfaction and complaints	<p>The organization maintains documented and effective procedures governing the handling of information, data analyses, improvement actions and responses to customer feedback.</p> <p><u>Customer Satisfaction</u></p> <p>The agency utilizes various approaches in determining customer satisfaction thru Frontline Client surveys, Feedback and complaints, as well as feedbacks from different social media venues such as Facebook, official Website, Twitter and others. Customer Satisfaction Survey. At the Frontline Services areas, customer satisfaction survey is issued to the clients after completing the delivery of CFO service. The survey form consists of 5 questions on the aspects of Courtesy, Readiness of Service, Grooming and Appearance, Cleanliness and Orderliness of office, and Knowledge and Skills. Each criterion given a rating of 1 – 5 (with corresponding equivalent rank description).</p>

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	<p>Each quarter of the year, the surveys are consolidated, tabulated and analyze for improvement opportunities. The organization acquired 4.58% Very Satisfactory rating from 1,080 clients/respondents.</p> <p>Other satisfaction report includes:</p> <ul style="list-style-type: none"> - Migrant Integration Education Division – PDOS 2019 – 4.93 Outstanding, Jan to March 2020 – 4.79, GCP Rating – 4.76 Outstanding, CFS Rating – 4.77 Outstanding, PCP Rating – 4.79 Outstanding - Ugnayan Sa Hawaii – 96.3 - Ugnayan Sa South Korea – 92 - US Midwest YouLead Immersion participants – 4.9 Outstanding - MIS – 4.95 Outstanding - Policy, Planning and Research Div. Customer Satisfaction Feedback – 4.47 Very Satisfactory <p><u>Client Feedback and Complaints.</u></p> <p>The survey also provides for feedback and remarks from the respondents. Feedback information are consolidated and reported for action. Complaints are addressed that were received through various social media means such as Facebook, Website, and others. There were 26 complaints received for 2020 thru 888 and 30 thru Presidential Complaint Center, these are acted upon according to established procedure.</p>
Internal audit and management review	<p>Internal Audit</p> <p>The organization measures MS implementation, maintenance and effectiveness by means of annually scheduled system audits. The organization reliably carries out these audits on Nov. 3 to Dec. 1, 2020. There was no nonconformity identified in these internal audit that requires action by the time the audit documented in this report was performed.</p> <p>The following were the results of the internal audit:</p> <p>OFI – 50 Commendable Findings - 35 NC – 0</p> <p>Management Review</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 December 7, 2020 was carried out in accordance with the requirements and was effective. Discussions were as follows:</p> <ul style="list-style-type: none"> - Review of minutes of the previous management review - Information on the performance of and effectiveness of QMS (Customer satisfaction, quality objectives, internal audit, status of actions, external providers performance) - Effectiveness of actions addressing risks and opportunities - Adequacy of resources, opportunities fro improvement - Management review discussion and output
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>

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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		
No. of nonconformity	0	0	0	0	0	0	0	0	0	0		
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	4	1	1	1	1
No. of nonconformity	0	0	0	0	0	0	0	0	0	0	0	0
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	0	0	0	0	0	0						

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