





Date of Audit: 8–9 September 2020		Audit Type: Internal Quality Audit		
Criteria ISO 9001:2015, RA 9246, RA 8293, RA 7743, RDA, NLP Quality Manual, NLP Quality Procedures				
Relevant Documented Information Approved OPCR, DPCR, and IPCR, Risk and Opportunities Registry, Results of the previous Audit and Action taken				
Audit Methods Interviews, Completion of checklist and questionnaires, Document review, Sampling, Process Walkthrough				
Audit Scope: Core Processes (Access and Production); Support Processes (Procurement Management, Human Resource Management, Financial Management, Physical Resource Management, Documentation Management, and Information Communication Technology Management); Customer Feedback; Internal Quality Audit Process; management Review Process				
Objective: To determine the extent of conformity of the NLP-QMS with the requirement of ISO 9001:2015 Standards, evaluate the effectiveness of the NLP-QMS and identify possible areas for improvement.				
Audit Team Michelle Flor (Team Leader) Ira B. Albalos Anne Rosette G. Creencia Jennifer B. Dimasaca Maricel M. Diaz Christopher T. Diaz Lonlia R. Garcia Farah Lyn S. Gocoyo Larry P. Olvina Ginalene M. Magallano Melanie A. Ramirez Flordeliza T. Quiñones			Competence Familiar with the mission, vision, values, and culture of the NLP, possess the personal attributes stated in item 7.2.2, ISO 19011:2018, have knowledge and training on ISO standards	
Location	Process	Date/ Time	Auditor	Observer
Reference Division	Access	9-8-2020 / 9:00 AM–11:00 AM	J.B. Dimasaca I. B. Albalos	
Public Libraries Division	Production	9-9-2020 / 10:00 AM–12:00 PM	M.M. Diaz F.S. Gocoyo	
Research and Publication Division	Production	9-9-2020 / 10:00 AM–12:00 PM	A.R. G. Creencia M.A. Ramirez	
Catalog Division	Production	9-8-2020 / 1:00 PM–3:00 PM	C.T. Diaz L.P. Olvina	
Prepared by:  MICHELLE A. FLOR Audit Team Leader			Approved by:  ANNE ROSETTE G. CREENCIA QMS Leader	
Date: 20 August 2020			Date: 24 August 2020	