



NATIONAL LIBRARY OF THE PHILIPPINES
T.M. Kalaw Street, Ermita, Manila, 1000 Philippines

Date of Audit: June 13 and 14, 2022		Audit Type: Internal Quality Audit		
Criteria ISO 9001 : 2015, NLP Quality Manual, NLP Quality Procedures, Division Procedural Manual, COA, DBM, CSC, GSIS and PRC Issuances and Orders				
Relevant Documented Information Approved OPCR, DPCR, and IPCR, Risks, Opportunities, and Action Planning Registry, Results of the Previous Audit and Actions taken				
Audit Methods Interviews, Completion of checklist and questionnaires, Document review, Sampling, Process Walkthrough				
Audit Scope: Management Processes, Core Processes (Acquisition, Preservation and Conservation, Access, Technical Assistance to Affiliated Public Libraries, and Production), Support Processes (Physical Resource Management and Documentation Management)				
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		Competence		
Michelle A. Flor Ira B. Albalos Maricel M. Diaz Christopher T. Diaz Lonlia R. Garcia Farrah Lyn S. Gocoyo Larry P. Olvina		Ginalene M. Magallano Flordeliza T. Quinones Narissa C. Young Jose Tomasito Fernando Xenia B. Romero Maureen C. Terrenal		
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
Finance and Administrative Division	Support Process : Physical Resource Management	June 13, 2022/ 9:00AM to 11:00 AM	Ginalene Magallano Narissa C. Young	
Catalog Division	Core Process : Production	June 13, 2022/ 10:00 AM to 12:00 Noon	Christopher Diaz Larry Olvina	
Information Technology Division	Support Process: Information and Communication Technology Management	June 13, 2022/ 10:00 AM to 12:00 Noon	Lonlia R. Garcia Jose Tomasito Fernando	
Filipiniana Division	Core Process : Preservation and Conservation	June 13, 2022 / 2:00 PM to 4:00 PM	Lonlia R. Garcia Jose Tomasito Fernando	
Collection Development Division	Core Process : Acquisition	June 14, 2022 / 9:00 AM to 11:00 AM	Ira B. Albalos Xenia B. Romero	
Filipiniana Division	Core Process : Access	June 14, 2022/ 1:00PM to 3:00 PM	Ira B. Albalos Xenia B. Romero	
Public Libraries Division	Core Process : Technical Assistance to Affiliated Public Libraries	June 14, 2022/ 2:00 PM to 4:00 PM	Maricel Diaz Farrah Lyn Gocoyo	
Office of the Director	Management Process a. Management Responsibility b. Internal and External Issues c. Customer Satisfaction d. Monitoring and Evaluation e. Management Review	June 15, 2022/ 2:00PM to 4:00 PM	Flordeliza T. Quinones Maureen C. Terrenal	
Prepared by: Michelle A. Flor Audit Team Leader		Approved by: Edgardo B. Quiros QMS Leader		
Date: 6 June 2022		Date:		