
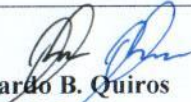




**NATIONAL LIBRARY OF THE PHILIPPINES**  
T.M. Kalaw Street, Ermita, Manila, 1000 Philippines

<b>Date of Audit: October 26 and 27, 2022</b>		<b>Audit Type: Internal Quality Audit</b>		
<b>Criteria</b> ISO 9001 : 2015, NLP Quality Manual, NLP Quality Procedures, Division Procedural Manual, COA, DBM, CSC, GSIS and PRC Issuances and Orders				
<b>Relevant Documented Information</b> Approved OPCR, DPCR, and IPCR, Risks, Opportunities, and Action Planning Registry, Results of the Previous Audit and Actions taken				
<b>Audit Methods</b> Interviews, Completion of checklist and questionnaires, Document review, Sampling, Process Walkthrough				
<b>Audit Scope:</b> <b>Management Processes, Core Processes</b> (Access and Production), <b>Support Processes</b> (Financial Management, Documentation Management, Human Resource Management, Procurement Management), Customer Satisfaction Management, Internal Quality Audit, Management				
<b>Objective:</b> 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.				
<b>Audit Team</b>		<b>Competence</b>		
Michelle A. Flor Ira B. Albalos Maricel M. Diaz Christopher T. Diaz Lonlia R. Garcia Farrah Lyn S. Gocoyo	Ginalene M. Magallano Flordeliza T. Quinones Narissa C. Young Jose Tomasito Fernando Xenia B. Romero Maureen C. Terrenal Jennifer B. Dimasaca	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	Core Process : <b>Access</b>	October 26, 2022 10:00 AM-12:00 PM	Ginalene Magallano Narissa C. Young	
Research and Publications Division	Core Process : <b>Production</b>	October 26, 2022 2:00 PM-4:00 PM	Ginalene Magallano Narissa C. Young	
Customer Satisfaction Management Team/RPD	<b>Customer Satisfaction Management</b>	October 26, 2022 9:00 AM-11:00 AM	Christopher Diaz Maricel Diaz	
HRM Section, FAD	Support Process: <b>Human Resource Management</b>	October 26, 2022 9:00 AM-11:00 AM	Jose Tomasito Fernando Farrah Lyn Gocoyo	
Bibliographic Services Division	Core Process : <b>Production</b>	October 26, 2022 2:00 PM-4:00 PM	Flordeliza T. Quinones Maureen C. Terrenal	
Procurement Section, FAD	Support Process: <b>Procurement Management</b>	October 26, 2022 9:00 AM-11:00 AM	Ira B. Albalos Xenia B. Romero	
Accounting, Cash and Budget Sections, FAD	Support Process: <b>Financial Management</b>	October 26, 2022 1:00 PM-3:00 PM	Ira B. Albalos Xenia B. Romero	
Records Section, FAD	Support Process: <b>Documentation Management</b>	October 26, 2022 1:00 PM-3:00 PM	Farrah Lyn Gocoyo Jose Tomasito Fernando	
Office of the Director	Management Process: <b>Management Review</b>	November 11, 2022 10:00 AM- 12:00 PM	Michelle A. Flor Lonlia R. Garcia	
Internal Quality Audit Team/HRM Section	<b>Internal Quality Audit</b>	November 11, 2022 10:00 AM-12:00 PM	Jennifer B. Dimasaca	
<b>Prepared by:</b>  Michelle A. Flor Audit Team Leader		<b>Approved by:</b>  Edgardo B. Quiros QMS Leader		
<b>Date:</b> 19 October 2022		<b>Date:</b> Oct. 19, 2022		