



INTERNAL QUALITY AUDIT PROGRAM FOR 2022-2023

A. Audit Objective:

Determine and evaluate the continuity, suitability, adequacy, efficiency, and effectiveness of the NLP Quality Management System and identify areas for improvement.

B. Risks, opportunities, and action plans:

Risks	Action Plan	Opportunities
<p>1. The current alternative work arrangements, which use primarily technological tools for communication, could give rise to issues affecting the quality of planning and internal audit. Issues may include dropped calls due to slow internet connection, unavailability of concerned personnel due to absence of internet connection, privacy and security of information being exchanged during the audit, and misunderstanding on how the requirements of relevant interested parties are met.</p>	<p>1. Explore all available options for the conduct of audit such as face to face but in limited number and adherence to minimum health protocols set by the government.</p> <p>2. Utilize different audit methods, such as document review or the use of a checklist or questionnaire.</p> <p>3. Conduct audit interviews through secure video conferencing using tools, such as Zoom, Google Meets, and Messenger Rooms</p>	<p>1. Conduct of IQA as scheduled despite limitations in physical movement of personnel due to Covid-19 Pandemic.</p>
<p>2. The current alternative work arrangement might give rise to an increase in the rate of unreturned or late submission of CARs</p>	<p>1. Implement active monitoring activities with the use of technological tools for communications.</p>	<p>1. Monitoring and submission of CAR through e-mail; validation or verification through chat or messaging app</p>
<p>3. Documented information might not be readily available due to the constraints of conducting an audit online instead of in person.</p>	<p>1. Create a secure portal that will contain all the relevant documented information</p> <p>2. Use documented information uploaded in the NLP website</p>	<p>1. Secure and faster retrieval of documented information through technological applications.</p>
<p>4. Monitoring and verification of action plans for NCs and PFI are not comprehensive.</p>	<p>1. Review current procedure and propose necessary changes</p> <p>2. Review risk registry and propose inclusion of PFIs as part of the risks considered by divisions</p>	<p>1. Revise IQA procedure to strengthen monitoring and verification of action</p> <p>2. Develop a more comprehensive Risk Registry for IQA</p>



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C. Audit Scope: Management, Library Resources Management and Support Processes of the NLP.						
D. Audit type: Internal						
E. Audit Criteria Statutory and regulatory requirements; Requirements of relevant interested parties, internal requirements of the NLP, ISO 9001:2015 requirements						
F. Audit Method Interviews, Completion of checklist and questionnaires, Document review, Sampling, Process Walkthrough						
G. IQA Audit Team						
General	Familiar with the mission, vision, values, and culture of the NLP; Knowledge and training on ISO standards.					
Auditors Competence (Personal Behavior)	Ethical, Open-minded, Diplomatic, Observant, Perceptive, Versatile, Tenacious, Decisive, Self-reliant, Able to act with fortitude, Open to improvement, Culturally sensitive, Collaborative					
Maintaining and improving Auditor competence	<ol style="list-style-type: none"> 1. Additional work experience, training, private study, coaching, attendance at meetings, seminars and conferences or relevant activities. 2. Continual professional development activities consider the following: <ol style="list-style-type: none"> 2.1 Changes in the needs of the individual and the organization; 2.2 Developments in the practice of auditing including the use of technology; 2.3 Relevant standards; 2.4 Changes in sector or disciplines. 					
H. Relevant documented information:						
	Division Procedural Manuals, NLP IQA Procedure, NLP Retention and Disposition of Documented Information Procedure, NLP Maintenance of Documented Information Procedure, NLP Control of Nonconformity Procedure, NLP Corrective Action Procedure, NLP Customer Satisfaction Management Procedure, NLP Division Performance Commitment Review, NLP Annual Report, NLP RFA Monitoring Log, Division Accomplishment Reports, and Other related documents					
References:	ISO 9001:2015, NLP Quality Manual, Issuances and Regulations from relevant regulatory and statutory bodies					
I. AUDIT SCOPE						
Audit Process	Audit Area	ISO Clause	Auditor	Auditee	Year	
					2022	2023
MANAGEMENT PROCESSES						
Management a. Management Responsibility b. Internal and External Issues c. Customer Satisfaction d. Monitoring and Evaluation	Directors' Office	4.1,4.2, 5,6.1, 9.1, 9.3, 10.2	TBA	Director IV Director III	Jun 13-14	Nov 6-7
e. Management	Director's Office	4.1,4.2,	TBA	Director IV	Nov 11/	TBD*



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Review		5,6.1, 9.1, 9.3, 10.2		Director III Management Committee		
Customer Feedback	Customer Satisfaction Management	9.1, 10.2	TBA	Customer Satisfaction Management Team	Oct 26- 27	Jun 5-6
IQA	Internal Quality Audit	9.2, 10.1, 10.2	TBA	Internal Quality Audit Team	Nov 11	
CORE PROCESSES						
Production	RPD	6.2,8.2, 8.5, 9.1	TBA	Division Chief, RPD	Oct 26- 27	Jun 5-6
Production	CAT	6.2,8.2, 8.5, 9.1	TBA	Division Chief, CAT	Jun 13- 14	Nov 6-8
Production	BSD	6.2,8.2, 8.5, 9.1	TBA	Division Chief, BSD	Oct 26- 27	Jun 5-6
Technical Assistance to Affiliated Public Libraries	PLD	6.2,8.2, 8.5, 9.1	TBA	Division Chief, PLD	Jun 13- 14	Nov 6-7
Acquisition	CDD	6.2,8.2, 8.5, 9.1	TBA	Division Chief, CDD	Jun 13- 14	Nov 6-7
Preservation and Conservation	FIL	6.2,8.2, 8.5, 9.1	TBA	Division Chief, FIL	Jun 13- 14	Nov 6-7
Access	REF	6.2,8.2, 8.5, 9.1	TBA	Division Chief, REF	Oct 26- 27	Jun 5-6
Access	FIL	6.2,8.2, 8.5, 9.1	TBA	Division Chief, FIL	Jun 13- 14	Nov 6-7
SUPPORT PROCESSES						
Procurement Management	FAD	8.4	TBA	Division Chief, FAD Head, Supply Section Head, Procurement Section	Oct 26- 27	Jun 5-6
Human Resource Management	FAD	7.1.6, 7.2, 7.3	TBA	Division Chief, FAD Head, HRM Section	Oct 26- 27	Jun 5-6
Financial Management	FAD	7.1.6	TBA	Division Chief, FAD Head, Accounting Section Head, Budget Section	Oct 26- 27	Jun 5-6



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Physical Resource Management	FAD	7.1.3, 7.1.4	TBA	Division Chief, FAD Head, Maintenance Section	Jun 13-14	Jun 5-6
Documentation Management	FAD	7.5	TBA	Division Chief, FAD Head, Records Section	Oct 26-27	Jun 5-6
ICT Management	ITD	7.0	TBA	Division Chief, ITD	Jun 13-14	Nov. 6-7

* following Sec. 7.2.4 of NLP-005, MR Audit should be conducted at least five days after MR Meeting, hence, schedule will be based on when the MR Meeting will be held.

<p>Prepared by:  MICHELLE A. FLOR IQA Team Leader Date: <u>07 October 2022</u></p>	<p>Approved by:  CESAR GILBERT Q. ADRIANO Director IV, NLP Date:</p>
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