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Republic of the Philippines
Department of Education
REGION VIII - EASTERN VISAYAS

October 06, 2025

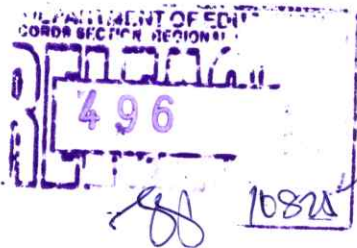
OFFICE MEMORANDUM

PPRD – 2025 – **496**

1st SURVEILLANCE AUDIT REPORT FOR DEPED REGION VIII

To: Functional Division Chiefs
All Others Concerned

1. With reference to **DM-OUHROD-2025-1716** titled “*Conduct of 1st Surveillance Audit for Regional Offices,*” this Memorandum transmits the Audit Report for DepEd Region VIII conducted by the External Auditors from TÜV-Nord on July 22, 2025.
2. Based on the audit findings, the Region was recommended for **CERTIFICATE MAINTENANCE** according to the standard of **ISO 9001:2015**, with commendations for sustained implementation of quality processes.
3. All concerned divisions are enjoined to review the audit results, particularly the opportunities for improvement (OFIs) relevant to their functions and implement appropriate actions to address these within the prescribed period.
4. Immediate dissemination of and strict compliance with this Memorandum are highly desired.



RONEL AL K. FIRMO, CESO IV
Assistant Regional Director
Officer-in-Charge
Office of the Regional Director

PPRD-MSM



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Republika ng Pilipinas
Department of Education
OFFICE OF THE UNDERSECRETARY
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM
DM-OUHROD-2025- 2746

TO : **RONELO AL K. FIRMO**
Officer-in-Charge, Regional Director
DepEd Region VIII

FROM :  **WILFREDO E. CABRAL**
Undersecretary
Human Resource and Organizational Development

SUBJECT : **1st SURVEILLANCE AUDIT REPORT FOR DEPED REGION VIII**

DATE : September 24, 2025

With reference to DM-OUHROD-2025-1716 titled *Conduct of 1st Surveillance Audit for Regional Offices*, this memo transmits the audit report for the DepEd Region VIII.

For questions or concerns, please contact the Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED) through email at nqmssupport@deped.gov.ph or call (02) 8633-5375.

For your reference.

Copy Furnished:
OFFICE OF THE SECRETARY
Department of Education
osec@deped.gov.ph

Master Data of Organisation			
Name of Organisation	Department of Education Region VIII – Eastern Visayas		
Name of corporate group <small>(in case of multi site organization only)</small>	NA		
Street	Government Center Candahug, Palo,		
Postcode / Town / Country	Leyte / Philippines		
Contact	DepEd NQMS		
E-Mail	nqmssupport@deped.gov.ph		
Phone	86339343		
System documentation: <small>(Revision / Issue)</small>	Quality Management System (QMS) Manual Rev. 00, eff. Sept. 20, 2021		
Shift operation	no shift operation		
Language	English/Filipino		
Peculiarities	None		
Multi Site Organisation			
Selection of sites to be audited by sampling procedure	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> n.a.
An adequate listing of all sites in the scope(s) including all valid and relevant information in each case is part of the audit file	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> n.a.	
Audit profile			
Contract ID (ZE):	NA		
Standards under contract / Audit type	ISO 9001 : 2015 1. Surveillance audit <input type="checkbox"/> Transition audit		
Surveillance mode	Yearly surveillance		
Audit team leader	Richard Bacomo (RB), 90014514		
E-Mail Audit team leader	rbacomo@tuv-nord.com		
Audit team	Amelita Lilibeth Cruz (ALC), 90010428		
Technical expert	N/A		
Trainee	N/A		
Observer	N/A		

Audited Standards	
ISO 9001:2015	1 st Surveillance Audit
Certificate ID (TP): TBD	Valid until: TBD
Scope: Provision of Quality Basic Education Services	
Industry / Sector (EA, TB, ...) 36	
Non-applicability of chapters: 8.3	
No. of considered persons: 155	No. of sites (incl. HQ): 1
Lead auditor: Richard Bacomo	Audit ID (ZA): SE930578

Definition of unit for duration and time		
Applied unit	Days	One audit day covers 8 audit hours
Audit Details		
Sites	Government Center Candahug, Palo, Leyte, Philippines	
Audit date	22.07.2025	
Audit duration	2.00 person Days on site (incl. remote locations as applicable)	

Application of methods and tools in remote auditing			
Conducted as a remote audit	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Partly	<input type="checkbox"/> Total
	<input type="checkbox"/> MS Teams	<input type="checkbox"/> Cisco WebEx	<input type="checkbox"/> Zoom
Technologies used for the remote audit	<input type="checkbox"/> Other on request of client: In this case, client takes over the responsibility for any required activity in information security.		

Details about the remote audit (if applicable)
<p>The audit was performed applying technology for information and communication ("remote") at 0%.</p> <p>Effectiveness and efficiency of the remote-part was ensured by</p> <ul style="list-style-type: none"> <input type="checkbox"/> experienced application of engaged technology; <input type="checkbox"/> the consecutive processing of the single sessions with the individual units; <input type="checkbox"/> the online interviews with different people from diverse units and various hierarchical levels; <input type="checkbox"/> the separation of the audit team in individual online sessions; <input type="checkbox"/> reviewing an adequate sample of documented processes and/or information; <input type="checkbox"/> the discussion of appropriate charts, diagrams, slides or any other relevant information; <input type="checkbox"/> the presentation and discussion of photos, videos and audios of issues, being prepared on detailed guidance and governance of the audit team. <p>Details about reviewed information or documents, interviewed persons, content of videos & photos etc. are recorded in the report or (handwritten) notes.</p> <p>If the audit was performed partly remote, the corresponding sessions are identified unambiguously in the audit plan.</p>

Distribution/Confidentiality/Rights of ownership/Limitations/Responsibilities

This report is sent to the certification body or bodies, the members of the audit team and the audit representative of the organisation. All documents (such as this report) regarding the certification procedure are treated confidentially by the audit team and the certification body. This audit report remains the property of the certification body.

An audit is a procedure based on the principle of random sampling and cannot cover each detail of the management system. Therefore nonconformities or weaknesses may still exist which were not expressly mentioned by the auditors in the final meeting or in the audit report.

The responsibility for continuous effective operation of the management system always rests solely with the audited and certified organisation.

Salvo clause:

The audit report will be left to the organisation at the end of the audit - subject to approval by the certification body. The independent veto process may cause modifications or additions. In these cases a modified revision will be sent to the audited organisation.

Annex/Enclosures

Annex/
corresponding audit documentation

- Questionnaire(s) / Checklist(s)
- Additional annexes, number

Audit results							
Table of Results							
ISO 9001:2015							
Clause	Rslt.*	Clause	Rslt.*	Clause	Rslt.*	Clause	Rslt.*
4.1	1						
4.2	1						
4.3	1						
4.4	1						
5.1	1						
5.2	1						
5.3	1						
6.1	1						
6.2	1						
6.3	1						
7.1	1						
7.2	1						
7.3	1						
7.4	1						
7.5	1						
8.1	1						
8.2	1						
8.3	1						
8.4	2						
8.5	1						
8.6	1						
8.7	1						
9.1	1						
9.2	2						
9.3	1						
10.1	1						
10.2	1						
10.3	1						
Additional requirements in accordance to ISO 17021:2015							Rslt.*
▪ internal audits and management review							2
▪ review of actions taken on nonconformities identified in previous audit							-
▪ responsiveness to complaints							1
▪ effectiveness of the management system with regard to fulfilment of objectives							1
▪ progress of planned activities aimed at continual improvement							1
▪ the client's management system ability and its performance regarding meeting of applicable requirements							1
▪ operational control of the client's processes							1
▪ review of any changes including the management system documentation							1
▪ use of marks and/or any other reference to certification							1
<small>Rslt.* (Result): 0 = not audited; 1 = fulfilled; 2 = basically fulfilled/ potential for improvement; 3 = not fulfilled/ nonconformity; - = not applicable/ excluded Details see section „Audit findings“</small>							

Mandatory elements from A00VA02			
Temporary Sites			
a) Are temporary sites (i.e. installation sites, project locations etc.) available?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
b) If yes: which one are visited?	N/A		

Objective evidences

In any regular audit the audit team shall see and review the following objective evidences.
To confirm, the corresponding revision information is registered in column „Edition“
That can become applicable as well for some or all the listed objectives in special audits, e.g. for extensions or after transferring sites.
At least in **initial/recertification or extension audits** (or when necessary) these objective evidences/documents are attached adequately to the audit file and uploaded into the release workflow.
In any other audit it is accepted to record the revision information only.

Standard specific results

Additional standard specific audit results and/or information are recorded in corresponding „Supplemental audit reports“ (e.g. for ISO 27001 or ISO 50001).

Organisations profile

<p>Organization Profile</p>	<p><u>Business registration:</u> Republic Act 9155, otherwise called the Governance of Basic Education Act</p> <p><u>Info for org. Profile.</u></p> <p>Japanese educational policies were embodied in Military Order No. 2 in 1942. The Philippine Executive Commission established the Commission of Education, Health and Public Welfare and schools were reopened in June 1942. On October 14, 1943, the Japanese – sponsored Republic created the Ministry of Education. Under the Japanese regime, the teaching of Tagalog, Philippine History, and Character Education was reserved for Filipinos. Love for work and dignity of labor was emphasized. On February 27, 1945, the Department of Instruction was made part of the Department of Public Instruction.</p> <p>In 1947, by virtue of Executive Order No. 94, the Department of Instruction was changed to Department of Education. During this period, the regulation and supervision of public and private schools belonged to the Bureau of Public and Private Schools.</p> <p>In 1972, it became the Department of Education and Culture by virtue of Proclamation 1081 and the Ministry of Education and Culture in 1978 y virtue of P.D. No. 1397. Thirteen regional offices were created and major organizational changes were implemented in the educational system.</p> <p>The Education Act of 1982 created the Ministry of Education, Culture and Sports which later became the Department of Education, Culture and Sports in 1987 by virtue of Executive Order No. 117. The structure of DECS as embodied in EO No. 117 has practically remained unchanged until 1994 when the Commission on Higher Education (CHED), and 1995 when the Technical Education and Skills Development Authority (TESDA) were established to supervise tertiary degree programs and non-degree technical-vocational programs, respectively.</p> <p>The Congressional Commission on Education (EDCOM) report provided the impetus for Congress to pass RA 7722 and RA 7796 in 1994 creating the Commission on Higher Education (CHED) and the Technical Education and Skills</p>
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	<p>Development Authority (TESDA), respectively.</p> <p>The trifocal education system refocused DECS' mandate to basic education which covers elementary, secondary and nonformal education, including culture and sports. TESDA now administers the post-secondary, middle-level manpower training and development while CHED is responsible for higher education. In August 2001, Republic Act 9155, otherwise called the Governance of Basic Education Act, was passed transforming the name of the Department of Education, Culture and Sports (DECS) to the Department of Education (DepEd) and redefining the role of field offices (regional offices, division offices, district offices and schools). RA 9155 provides the overall framework for (i) school head empowerment by strengthening their leadership roles and (ii) school-based management within the context of transparency and local accountability. The goal of basic education is to provide the school age population and young adults with skills, knowledge, and values to become caring, self-reliant, productive and patriotic citizens.</p> <p><u>Brief of processes & Important process:</u> PPRD, FTAD, HRDD, ASD, CLMD, ASD</p> <p><u>Number of effective employees :</u> 155 employees <u>Shift operation:</u> No shift operation <u>Office hour :</u> 08:00 – 17:00 <u>Shift Justification:</u> N/A</p>
<p>Product Types Services & Application Requirements</p>	<p><u>Products /or services :</u> Provision of Quality Basic Education Services</p> <p><u>Majors clients :</u> DepEd Division officials</p>
<p>Any special application of the product /services</p>	<p>No special application of product / service.</p>
<p>Regulatory Requirements / Licencing Requirements</p>	<p>Republic Act 9155, otherwise called the Governance of Basic Education Act</p>
<p>QMS EA code</p>	<p>EA: 36 Risk: Low</p>
<p>Statement of implementation :</p>	<p>The organization has been implemented, and maintained management system in accordance to the ISO 9001:2015.</p> <p>Strategical direction of the organisation has established by their understanding internal and external issues in related contexts such as economics, technologies, politics, and etc. As well as interested parties needs expectations are determined such as customer, obligations compliance, top management, suppliers, and etc. They have been considered into identification of organization risks & opportunities and the ways to mitigate these risks to the acceptable levels and incorporated into the action plan which measured and monitored in the regular basis.</p>

QMS. QA/QC control	Evaluation of school application, Regulatory functions for private schools, Establishment of private schools thru govt. permit and recognition, Grant of SO for Sr high school graduates, Deregulation of tuition fees, Monitoring and evaluation of performance of RO units SDOs, Program Implementation Review (PIR), Quarterly monitoring, Data requirement, Data gathering / Division
Legal Or Mutual Relationship With The Central Office (Multisite)	Not applicable
Year s Been Certified	2024

Summary of Results

Organisational or functional units or processes audited Top Management / Management Interview and Internal Audit, PPRD, FTAD, HRDD, ASD, CLMD, ASD, Legal Management and all areas indicated in the audit plan.

Aspect of the company and/or audit to be highlighted: None

Summary of the findings in this visit

NCA: 0 NCB: 0 OFI: 2 GP: 2 CM: 3

Last year's Non Conformity Verification for Effectiveness: Not applicable

Reason selecting the site audited to be detailed (if any): Not applicable

Expert feedback (if using expert): Not applicable

Remote Audit (if using remote audit): Not applicable

Conclusion

Taking into account the size and structure of the organisation, the objectives, the scope of the management system, the processes and the outcome, the organisation has demonstrated, that it operates its management system in order to ensure fulfilment of its own requirements, the requirements of its customers and the relevant legal requirements as well as the applicable requirements of the management system standards.

This includes in particular:the objective evidences already mentioned,

- the policies and objectives and their implementation in the organisation,
- the processes existing in the management system and their interactions,
- the resource management,
- the measuring and analysis (incl. sample of indicators),
- the continual improvement process as well as
- the recording system (p.r.n. including standard specific objective evidences).

The implementation and the effectiveness of the management system and the processes for providing services/product realisation or to realize the objectives were assessed by the audit team by means of on-site inspection and examination of documents on a random sample basis.

Nonconformities are recorded in corresponding reports, other findings (as e.g. opportunities for improvement) are described in the section for "Detailed Results".

Audit findings

Notes for the findings

The evaluation of the audit findings basically follows the scheme shown below:

Stage	Classification	Meaning
NC A	Major Nonconformity (Nonconformity A "major")	Nonconformities could be classified as major in the following circumstances: <ul style="list-style-type: none"> • if there is a significant doubt that effective process control is in place, or that products or services will meet specified requirements. • a number of minor nonconformities associated with the same requirement or issue could demonstrate a systemic failure and thus constitute a major nonconformity.
NC B	Minor Nonconformity (Nonconformity B "minor")	Nonconformities could be classified as minor, if these do not affect the capability of the management system to achieve the intended results.
OFl	Opportunity for improvement	Items which would allow optimisation of the management system in relation to the requirements of the relevant standard. It is recommended that the company implements these items.
GP	Positive aspects / Good Practice	Positive aspects of the management system worthy of special mention (see also point 4.3 if applicable).
CM	Comments	Special situation and information to be traced in next audit.

If applicable: Guidance for management of nonconformities

The organization shall perform a root cause analysis for any nonconformity and define adequate corrective actions. Root cause analysis, corrective actions including action plan for implementation and - if applicable- objective evidences for performed corrections or containment actions shall be submitted electronically to nominated lead auditor in charge on time to agreed deadline (latest six weeks after last day of the audit). The lead auditor will review these documents and shall inform organisation about the result.

The auditee organisation shall implement the corrective actions as defined in the approved action plan and review the effectiveness of implemented actions.

In the case of major nonconformities (NC A) the lead auditor shall verify the complete and effective implementation of action plan until agreed date (latest three months after last day of the audit). On decision of the auditor depending on type and extent of identified nonconformity, this can be done in a follow up audit on site or in a desktop-review of submitted documentation (objective evidence).

For minor nonconformities (NC B) it can be agreed to perform the verification of effective implementation of action plan in the next regular audit.

If any nonconformity applies for more than one audited standard, it shall be counted for every applicable standard; therefore the total number of nonconformity reports can be less than the number of nonconformities.

Summary for nonconformities

Any identified nonconformity is recorded in an individual NC report.

Standard	Raised in this audit		To be verified from previous audit
	Number NC A	Number NC B	Number NC
ISO 9001:2015	0	0	0
Total	0	0	0

Total number of nonconformity-reports raised in this audit: 0

At least one of the nonconformities is graded as „generic“ and is counted in more than one corresponding audited standard.

During this audit the implementation of corrective actions and effectiveness of nonconformities of previous audit was verified. The records are attached to this audit file.

No	OFI (Opportunity for Improvement)	Area / Process	Standard: clause
1.	For improvement, may consider including the following applicable clauses in the Internal Audit checklist: <ul style="list-style-type: none"> • 10.2 Clause for IQA process • 8.6 Clause for QAD process 	Internal Audit	9.2
2.	Performance Appraisal of Outsourced Security Guards was presented. May consider reviewing the Total Weighted Average Rating for better interpretation and analysis of the result. e.g. Criteria: Personal Appearance - 20% Work Attitude - 40% Work Performance - 40% Total weighted Average Rating = 3.77	ASD / General Services	8.4.1


No	GP (Good Practice)	Area / Process	Standard: clause
1.	Acquiring Emergency Go Bag Kits for each personnel last January 2025 truly demonstrates a strong commitment to the safety and well-being of the staff, which is highly commendable.	ESSD / DRRM	5.1
2.	The newly renovated storage area for records is commendable.	Records Section FTAD PPRD	7.1.3

No	CM (Comment)	Area / Process	Standard: clause
1.	Oplan Kalusugan sa DepEd Accomplishment Report for 2025 2 nd Quarter will be checked during the next audit. Disposition of records will be checked during the next audit.	ESSD / Clinical Management KMT / DCC	7.5
2.	The final research output (Exploring the Integration of the 21 st Century Skills in the Pedagogical Approaches and Assessment Strategies) will be checked during the next audit.	CLMD	8.6
3.	Status of 34 open complaints will be checked during next audit. The status of 13 NCs will be checked during next audit. Status: Open	PAU Internal Audit	10.2

Closure and recommendations				
Closure result	9001:2015			
Fulfilled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Open nonconformities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not fulfilled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recommendations of audit team	9001:2015			
Grant*/ Extension*/ Renewing*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance*	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suspension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Withdrawal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

^{*) Grant / Extension / Renewing / Maintenance in the case of open nonconformities assumes that the nonconformities will be cleared as agreed}
Explanation of the terms:
 Renewing: New issue of the certificate for the re-certification.
 Restoring: End of the temporary invalidity of certificate after the suspension or after delayed re-certification.

Comments for next audit
If applicable, the final evidence of effectiveness and implementation of corrections and corrective actions for the nonconformities from this audit will be verified in the next audit. The comments and opportunities for improvement will be taken up again. The next audit is preliminarily scheduled for: on or before: February 2026

Responsible for content	
Name: Richard Bacomo	Date: 22.07.2025
 Signature audit team leader	