Initial Audit Summary Report

Company Name	:	**Agricultural Credit Policy Council**
Address	:	Unit 2808 One San Miguel Avenue Bldg., San Miguel Ave cor. Shaw Blvd., San Antonio Pasig City
Attention	:	Ms. Jocelyn Alma R. Badiola, Executive Director Ms. Emmalyn J. Guinto, Chief, Communications and Public Affairs Division
Audit Team	:	Maribeth Lucañas, Minda Villapando, Anelyn Matriano, Michelle Pestañas
Standard / Audit Type	:	ISO 9001:2015 / Re-certification Audit (25% Remote Audit & 75% On-site Audit)
Audit Date	:	28 September 2022
Audited Sites/Scope	:	Provision of Agricultural/ Rural Finance Policy Research and Formulation; Planning; Development of Innovative Financing Schemes; Institutional Capacity Building; Monitoring; Fund Management; Communications and Public Affairs; Information Systems Management; and Finance and Administrative Services.

In the audit, the actual process flow of sample operations was examined in individual areas of the company. In doing so, the auditors reviewed the conformity of the process flows with the requirements of the standard and the descriptions in the management documentation. This audit was performed on the basis of random samples, including interviews and examination of the appropriate documents.

All information gained during the audit will be treated with strict confidentiality by the audit team and the certification body. In view of the sampling approach applied to the audit, weaknesses and nonconformities may still exist which have not been identified during the audit.

1. Positive Observation

No.	Unit/Department Site	Positive findings
1/7	Customer Satisfaction	An increase of 16% on the overall average customer satisfaction rating from Y2020 to Y2021 is noteworthy.
2	Policy, Planning, Program Development and Advocacy •Policy Research & Planning	During the pandemic there was a new credit program created "Expanded Survival and Recovery (SURE) Aid Loan Assistance or "SURE Covid-19."
3	Assets Disposition Division	Over achievement of target on Collection on sale of properties for 1st Semester by Actual: P.795M vs. target P0.581.0 (or 136%)

4	Fund Recovery	Achievement of target and beyond Y2021 and 2022 Q1 and Q2 is laudable. The record shows for Y2021, ACPC achieved 438.248M against a target of 110.465M. In addition, for Q1 and Q2 2022, the achievement of 224,201,997.84 and 294M respectively against 92,642,439.33 Q1 2022 and 155,480,855.48 Q2 2022.
5	IT	The provision of the following initiatives for continual improvement is noteworthy: • Tech Connect – online ticketing system implemented Q1 2021 (online helpdesk/ internal used for ACPC) • ACPC Online Helpdesk system, soft-launched dated Sep 12, 2022, and plan to go live on Oct 1, 2022 Procurement of 49 units of Laptops (current status: Notice to Proceed dated Sep 1, 2022) is commendable.
6	Commendation	Appreciation from Civil Service Commission (contact center of Bayan), no public feedback is commendable.
7	Awards & Recognition	The following awards & recognition are commendable: Certificate of Compliance is presented to ACPC for being fully–compliant with the set of Freedom of Information (FOI) requirements, as validated by the Presidential Communication Operations Office, pursuant to Section 5 (b) of Memorandum Circular No. 2021 -, issued by the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information, and Reporting System (Task Force Administration Order 25, s. 2011). – given May 17, 2022 ACPC gets an unqualified opinion from the Commission on Audit (COA) for its 2020 financial reports – from Commission on Audit – April 26, 2021. The DA-ACPC received its second consecutive highest audit rating termed as "unqualified audit opinion" from the Commission on Audit (COA) – from Commission on Audit – April 11, 2022.

2. Opportunities for improvement

The following recommendations and opportunities for improvement provided by the audit team are intended to contribute to the continuous improvement of the management system.

No.	Unit/Department Site	Recommendations and opportunities for improvement
1/12	Scope of QMS	Ensure to explicitly define applicability or none exclusion of the standard requirements in the scope of QMS.
2	Management Review	For effective review and decision making, consider to summarize data results of input information from other relevant meetings(Quality Objectives, external Providers performance)
3	Internal Audit Process	May consider to update training related to auditing and requirements of the standard (ISO 9001:2015, ISO 19011:2018). There is a need to improve audit checklist based on appropriate clauses per process area and evidence document to support the conduct of audit.

4	HRM	Division performance is evident. Evaluation of Training effectiveness will be check next audit. May review recruitment service delivery for non-plantilla position i.e Turn-around-time.
5	Document Control	There is on-going review of the retention period for manual and digital documented information. Status will be check next audit. May identify performance indicator to gauge compliance rate of the organization i documented information and records i.e random audit
AM 6	Support Processes – Administrative Management – General Services	Consider to revisit the Administrative Division Manual of Operation, particularly the Introduction "Administrative, Financial and Management Staff". May consider to establish list of vehicles with current status, e.g., in good running condition, for repair, for disposal, sold, etc.). Also, consider to update and enhance the preventive maintenance plan/schedule. May consider to establish list of equipment with location, e.g., Air-condition – conference room.
7	Support Processes – Communication & Public Affairs	May consider to establish monitoring on production of IEC (Information, Education, Communication) Materials with Time Table, (e.g., Writing news article, Writing success stories and Production of brochures).
MP 8	Procurement	Ensure timely update of Suppliers List. Ensure providing measurable success indicators/targets detailed in the IPCR May consider providing a consolidated summary list of performance evaluations of the external provider. Need to review the procedure Procurement, Supply and Property Management ACPC-HRMS-00 relevant to the manner and frequency of conducting an evaluation of external provider performance. May consider providing summary report for the performance evaluation of suppliers for ease of monitoring.
9	Fund Recovery	Measurable target for defined OTP increased funds based on recovery funds must be ensured. Relevant determine mitigating actions to address risk, may consider stipulating additional controls including a timeline of implementation if it still with the same risk category/rating after assessment/evaluation conducted. May need to include in the Risk Register, risk related to unliquidated terminated completed programs.

10	IT	Relevant to the monitoring of determining objectives, targets, and programs may need to improve the manner of presenting the achievement against the planned target. (i.e. 100% of requests for technical support are provided within 72 hours)
		Customer satisfaction after each transaction for IT Services wiill be implemented in the new platform ACPC Online Helpdesk. Results will be checked next audit.
		Ensure to explicitly document changes as part of qms documentation. (I.e. Enhancement /administration of property inventory management system (PIMS).
		Ensure availability of Preventive Maintenance Schedule in support of the monthly accomplishment report.
11	Handling Customer Complaint	May consider to maximize the use of social media platforms (I.e. FB page and msgr) in getting the customer satisfaction after every transaction inquiry. Likewise, may consider providing data analytics for every posted information.
		Relevant to complaints received thru 8888, achievement of 72 hours replied response timeline must be observed.
		May consider to formally register as QMS document procedure/guidelines related to handling customer complaints.
12	Program Development Division (PDD)	Under the new administration there is a program identified which is focused on helping the increasing out of school youth. The progress of the development of this program will be verified next audit.

3. Nonconformity

No.	Clause # / Discussed with	Description / Statement of the Nonconformity.
	NA	Zero (Major & Minor)

4. Audit Conclusion

☐	The last audit revealed nonconformities which have been demonstrably corrected. The corrections and corrective actions taken in this respect have been verified.
☐	A stage 1 audit was performed and the organization found ready for certification. Identified weaknesses, if any, have been eliminated and the corrective action associated therewith verified.
✔	The current audit revealed the following nonconformities: Standard(s): No. of nonconformities ISO 9001:2015 Zero (0) Major Zero (0) Minor
☐	The major nonconformities (No. x) with individual standard elements require a re-audit to verify the effectiveness of the corrections and corrective actions (probable date:.ddmmyyyy)
✔	The organization has established and maintains an effective system to ensure compliance with its policy and objectives. The audit team confirms in line with the audit targets that the organization's management system complies with, adequately maintains and implements the requirements of the standard(s).

Recommendation

✔	Award of the new certificates.
	Maintenance of the existing certification.
✔	Inclusion of the changes (see Section 3) in the scope of application of existing certifications
	Maintenance or issue of the certificates only after successful completion of a re-audit.

Dates
Due Date for the next audit   **2023 – October 2**

Agreed date for the next audit   **2023 - September**

Maribeth Lucañas, Minda Villapando, Anelyn Matriano, Michelle Pestañas

_____   _____
     28 September 2022
            Date   Audit Leader / Auditor(s)