

PCOL GREGORY B BOGÑALBAL – SEA to the Chief  
**Philippine National Police – Office of the  
Chief, PNP**  
PNP NHQ, Camp BGen Rafael T. Crame, Quezon City, Philippines

December 13, 2021

Subject: **2<sup>nd</sup> Follow-up Audit**

Dear PCOL GREGORY B BOGÑALBAL,

Greetings!

Enclosed is our report on the ISO 9001:2015 2<sup>nd</sup> Follow-up Audit  
conducted last September 8, 2021 for your company.

Thank you.

Best regards,

  
**Mica De Mesa**  
TÜV Rheinland Philippines Inc.  
Technical Support  
Systems Department

**TÜV Rheinland Philippines, Inc.**

**Makati Office**

G/F La Fuerza Building 1  
2241 Don Chino Roces Avenue  
1231 Makati City, Philippines  
Trunk Line +63 2 812 TÜVR (8887)  
Fax: +63 2 812 8887 (118)  
Email info@phl.tuv.com



**TÜVRheinland®**

**Precisely Right.**

**CERTIFICATE**

**01 100 1900202TRP**

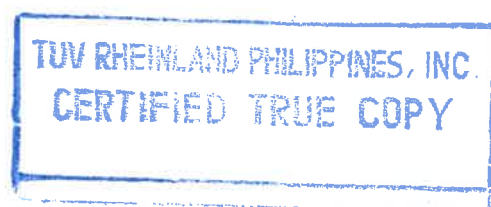
**Audit Report as per**

**ISO 9001:2015**

**For**

**Philippine National Police – Office of the  
Chief, PNP**

PNP NHQ, Camp BGen Rafael T. Crame, Quezon City, Philippines

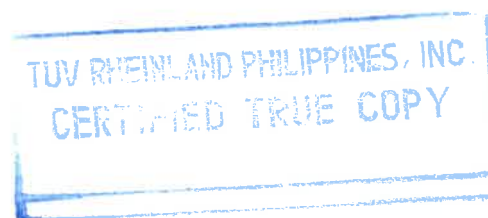


*Handwritten signature*

Client	Standard(s)	Certification Number(s)	Audit Type
Philippine National Police – Office of the Chief, PNP	ISO 9001:2015	01 100 1900202TRP	Second Surveillance Audit

## Contents

<b>1</b>	<b>Audit result .....</b>	<b>3</b>
<b>2</b>	<b>Scope.....</b>	<b>4</b>
<b>2.1</b>	<b>Description of the organization.....</b>	<b>4</b>
<b>2.2</b>	<b>Scope of certification .....</b>	<b>4</b>
<b>3</b>	<b>Changes in the management system / Contract review.....</b>	<b>5</b>
<b>4</b>	<b>Audit findings .....</b>	<b>5</b>
<b>5</b>	<b>Dates.....</b>	<b>6</b>



# Audit Report

Client	Standard(s)	Certification Number(s)	Audit Type
Philippine National Police – Office of the Chief, PNP	ISO 9001:2015	01 100 1900202TRP	Second Surveillance Audit

**Audit Leader** : Lionell G. Aala

**Audit Team** : Hilario Capili

**Client's representative** : PCOL GREGORY B BOGÑALBAL – SEA to the Chief  
PCOL LOU F EVANGELISTA – EA to the Chief

**Audit Date** : Sept. 8, 2021

## 1 Audit result

Management system effectiveness was verified on site by means of random sampling by an appropriately selected audit team. This applies in particular to the compliance of workflows with standard requirements and the descriptions in management system documentation. The audit objectives as mentioned in the audit plan, the special features of the organization's business activities, the applicable statutory and regulatory requirements and the requirements set forth in other generally applicable documents were also taken into account. This was done by means of a sampling approach, by conducting interviews and reviewing the appropriate documentation. Audit findings and recommendations regarding opportunities for improvement have been set forth in Sections 4 of this report.

<input type="checkbox"/>	The last audit revealed nonconformities which have been demonstrably corrected. The corrections and corrective actions taken in this respect have been verified.						
<input type="checkbox"/>	A stage 1 audit was performed and the organization found ready for certification. Identified weaknesses, if any, have been eliminated and the respective corrective action verified.						
<input checked="" type="checkbox"/>	<p>The current audit revealed the following nonconformities:</p> <table border="1"> <thead> <tr> <th>Standard(s):</th> <th>No. of major nonconformity</th> <th>No. of minor nonconformity</th> </tr> </thead> <tbody> <tr> <td>ISO 9001</td> <td>Zero (0)</td> <td>Zero (0)</td> </tr> </tbody> </table>	Standard(s):	No. of major nonconformity	No. of minor nonconformity	ISO 9001	Zero (0)	Zero (0)
Standard(s):	No. of major nonconformity	No. of minor nonconformity					
ISO 9001	Zero (0)	Zero (0)					
<input type="checkbox"/>	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:.. dd.mm.yyyy)						
<input checked="" type="checkbox"/>	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).						

The auditor/audit team therefore recommends

<input type="checkbox"/>	Award of the new certificates.
<input checked="" type="checkbox"/>	Maintenance of the existing certification.
<input type="checkbox"/>	Inclusion of the changes (see Section 3) in the scope of application of existing certifications
<input type="checkbox"/>	Maintenance or issue of the certificates only after successful completion of a re-audit.



Client	Standard(s)	Certification Number(s)	Audit Type
Philippine National Police – Office of the Chief, PNP	ISO 9001:2015	01 100 1900202TRP	Second Surveillance Audit

## 2 Scope

### 2.1 Description of the organization

#### OCPNP Profile:

The passage into law on Dec. 13, 1990 of Republic Act No. 6975 entitled as “Act Establishing the Philippine National Police under a re-organized department of Interior and Local Government and for other purposes” ended the existence of the Philippines Constabulary and the Integrated National Police and gave way to the creation of the Philippine National Police, now known as the country’s police force that is national in scope and civilian in character. With the effectivity of Republic Act No. 8551, otherwise known as the “Philippine National Police Reform and reorganization Act of 198”, the PNP was envisioned to be a community and service-oriented agency. In support to this, the Office of the Chief, PNP (OCPNP) is committed to attain quality service to the stakeholders as a way of life for PNP personnel covered in the Quality Management System (QMS) scope.

#### OCPNP Vision

Imploring the aid of the Almighty, by 2030, we shall be a highly capable, effective, efficient and credible office in the providing timely and accurate executive decisions in partnership with the stakeholders.

#### OCPNP Mission

To facilitate the proactive, timely and accurate executive decision of the Chief, PNP to effectively carry out the mission and functions of the PNP.

#### OCPNP Core Values

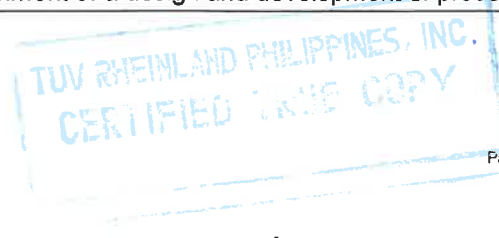
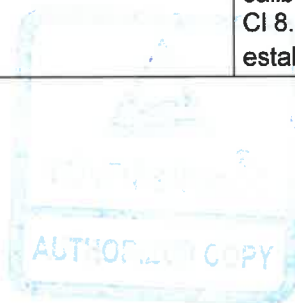
Maka-Diyos, Makabayan, Makatao, Makakalikasan

Sample documents usually processed by the organization are but not limited to the following:

- For simple transactions (3 days): After Activity Reports, Letter of Invitations / Request for Courtesy Call / Meeting, Reply Letters, Compliance to Directives, Endorsements, Conference Notice, Travel Abroad for 3rd Level PCO’s (Official / Personal)
- For Complex Transactions (7 days): Permits/licenses, Administrative Cases, Obligations / Vouchers, Confidential Documents, PNP Directives / Memorandum Circulars, Procurement Documents including Acceptance, MOA’s / MOU’s / Donation, Position Papers for the Senate/HOR
- For Highly Technical (20 days): Secret Documents, Safe Hand Documents, Request for Protective Security Personnel

### 2.2 Scope of certification

Scope of certification: (per standard):	Provision of Administrative Process of Information/ Communication at the Office of the Chief Philippine National Police
ISO 9001 standard requirements which are not applicable:	Cl. 7.1.5.2 Measurement traceability Cl. 8.3 design and development of product and services
Reasons for non-applicability:	Cl. 7.1.5.2 –The select process scope does not necessitate the use of measuring equipment that needs to be calibrated, verified or both, to ensure valid results. Cl. 8.3 – The selected process scope does not demand the establishment of a design and development of process.



JMD

Client	Standard(s)	Certification Number(s)	Audit Type
Philippine National Police – Office of the Chief, PNP	ISO 9001:2015	01 100 1900202TRP	Second Surveillance Audit

The organization operates on a regular working shift from 07:00 to 04:00. Shifting schedule is daily and overtime.

The audit took appropriate account of multi-shift operations and provided for representative auditing of all shifts.

Full remote audit was done by using ICT (Information and Communication Technology). The used method was effective to achieve the audit objectives.

The following sites and their scopes are included in the scope of certification:

Site No.	Sites included in cert. Name/address of site	No. of emp.	Standard and Scope	Audited
01	Philippine National Police – Office of the Chief, PNP PNP NHQ, Camp BGen Rafael T. Crame, Quezon City, Philippines	49	ISO 9001:2015 Provision of Administrative Process of Information/ Communication at the Office of the Chief Philippine National Police	Audited

### 3 Changes in the management system / Contract review

No major changes have been made to the management system and the management system documentation since the last audit. The order details which form the basis of the audit (including number of employees, scope and sites) reflect the actual situation in the organization.

The description of the scope in the certificate appropriately reflects the scope of the management system.

The audit plan was not changed during the audit.

### 4 Audit findings

The audit findings related to the audited standards are listed in the annexes to this report (see. Annex ISO 9001:2015).

All information gained during the audit will be treated with strict confidentiality by the auditor(s) 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.

No.	Unit/Department Site	Positive findings
1	Management / All	The use of Online Communication Imaging Monitoring System (OLCIMS) for better communication and monitoring of status of request is commendable.
2	Management / All	Initiative such as Work From Home Arrangement, UV Machine for sanitation of documents and barrier provision as a consistent measure to prevent potential spread of COVID 19 is note worthy.
3	General	The initiative to continually improve the existing process is very evident with the actions taken from the previous audit findings; this is commendable.

The following recommendations and opportunities for improvement provided by the auditor(s) are intended to contribute to the continuous improvement of the management system.





# Audit Report

Client	Standard(s)	Certification Number(s)	Audit Type
Philippine National Police – Office of the Chief, PNP	ISO 9001:2015	01 100 1900202TRP	Second Surveillance Audit

No.	Unit/Department Site	Recommendations and opportunities for improvement
1	Internal Audit	Internal auditor verified the action. Statement of sampling verified may consistently observe.  The following will be checked next audit: <ul style="list-style-type: none"><li>- Conduct on the audit of internal audit process</li><li>- Timeline in auditing processes thru the audit plan</li></ul>
2	Admin	May consider to review the need to put date and time on the stamp at back page of document to identify actual time on completion of review aside from OLCIM monitoring.
3	Message Center	Where the identified Risk was transferred to other units outside the Office of the Chief (e.g. OLCIMS risk to IT), consider updating the Target Risk on the Risk Registry based on the assessment of the unit who accepted the Risk.
4	Legal / Proof Reader	For documents requiring legal interventions, consider determining the percentage of documents returned to the originator that needs correction. Gathered data can be used to identify where improvement to the process is needed.  Consider establishing a traceability and analysis of the returned documents after the correction in cases where other needed correction was determined upon the re-submission.
5	Logistics Police Non Commissioned Officer (Equipment Maintenance)	For problems encountered beyond the preventive maintenance schedule, consider keeping a record of the reported concern so that it can be used to analyse and determine the needed enhancement on the maintenance activities.

## 5 Dates

**Due Date for the next audit**

2022 October 28

**Agreed date for the next audit**

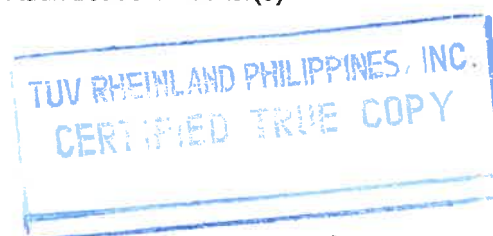
2022 September 28

Sept. 14, 2021

Date

  
Mr. Lionell G. Aala

Audit Leader / Auditor(s)



*Handwritten initials*

Client	Standard(s)	Certification Number(s)	Audit Type
Philippine National Police – Office of the Chief, PNP	ISO 9001:2015	01 100 1900202TRP	Second Surveillance Audit

## Annex ISO 9001:2015

Item	Audit result
Context of the organization	<p>The organization has determined internal and external issues related to the following subject areas (Note: subject areas can be legal requirements, co-operations, competition, community etc.)</p> <ul style="list-style-type: none"> <li>• Effect of COVID 19</li> <li>• Security Breach in communication flow</li> <li>• Strong support of the President to the PNP and its leadership</li> <li>• Salary increase</li> <li>• Competency of personnel both non and uniformed personnel</li> <li>• 24/7 availability of message center</li> <li>• Advancement of ICT programs and system</li> <li>• Compliant to environmental ordinances</li> <li>• Reputational damages brought by fake news and negative media releases</li> <li>• Cyber threats, security breach in communication flow</li> <li>• Presence of legal basis. authority of the OCPNP</li> <li>• Timely deliverables</li> <li>• Strong partnership with NGAs, NGOs, CSOs, GFIs, GOCCs, and other foreign Counterparts</li> </ul> <p>The organization has identified <b>interested parties</b> and the requirements of these parties. Examples for such parties are:</p> <ul style="list-style-type: none"> <li>• Different offices of the Executive, Legislative and Judiciary Branch</li> <li>• NGA's</li> <li>• NGO's</li> <li>• CSO's</li> <li>• Foreign dignitaries / counterparts</li> <li>• International and Local organization</li> <li>• Media and private individual / corporative</li> <li>• All PNP Units and offices</li> <li>• Requirements are:</li> <li>• Forum for bilateral cooperation</li> <li>• Timely response to request for data, meetings, assistance, and other police services</li> <li>• Issuance of timely and accurate executive decision and clear guidance of the Chief, PNP</li> <li>• Timely submission of compliances on administrative concerns</li> </ul>
Policy / objectives	<p>Top Management has declared its quality policy binding and implemented. The quality policy is appropriate and provides a framework for the respective quality objectives. It commits all employees to pursue continuous quality system improvement. The quality objectives are measurable and are controlled, communicated and updated regularly.</p> <p>Key quality objectives include:</p> <p>Key quality objectives include: (reference; Management Review)</p> <p>A. Objective: Ensure quality administrative service to the stakeholders</p> <p>Measures:</p> <p>1. Percentage of satisfied clients</p>

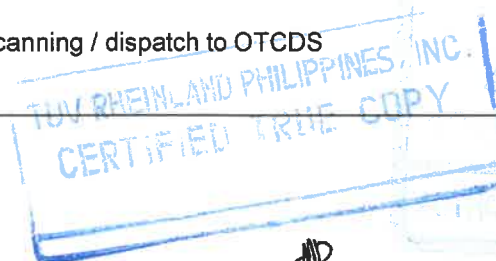


# Audit Report



Client	Standard(s)	Certification Number(s)	Audit Type
Philippine National Police – Office of the Chief, PNP	ISO 9001:2015	01 100 1900202TRP	Second Surveillance Audit

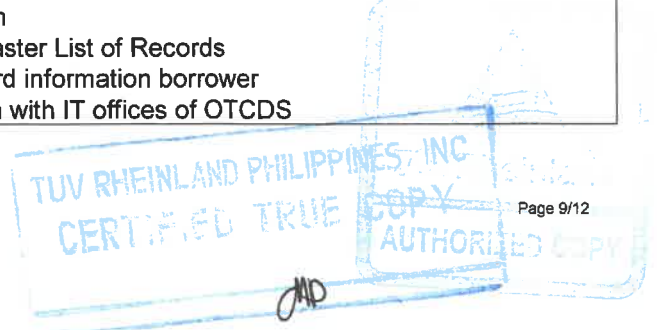
Item	Audit result
	<p>Target: 100%</p> <p>B. Objective: Develop responsive administrative policies Measures: 3. No. of OCPNP Internal Administrative Policy • Issued Target: 0</p> <p>C. Objective: Ensure the effective and efficient delivery of administrative services Measures: 4. Percentage of timely released documents acted upon • Simple Transaction Target: 100% • Complex Transaction Target: 100% • Highly Technical Transaction Target: 100%</p> <p>5. Percentage compliance of CPNP Instructions (HWI/VI) Target: 90%</p> <p>D. Objective: Ensure an organized schedule and engagements of the CPNP Measures: 6. Percentage of managed engagements of the CPNP Target: 100%</p> <p>E. Objective: Sustain the development of competent personnel Measures: 7. Percentage of qualified personnel with appropriate trainings Target: 100%</p> <p>F. Objective: Optimize the use of logistical and financial resources Measures: 8. No. of equipment maintained • IT Equipment Target: 28 Mobility Target: 4 Wheel vehicles Target: 11 • Aircon Target: 14</p> <p>These are measurable and are controlled, communicated and up-dated regularly. Monitoring tools are: • Objectives, target and program • Performance Score Card updated August 2021</p>
Process control including outsourced processes	<p>The processes available in the organization have been identified and documented. Process workflows and interactions have been described and appropriately controlled. The processes are evaluated at regular intervals by means of key performance indicators.</p> <p>Key processes within the scope of product realization include:</p> <ul style="list-style-type: none"> <li>• Approval / disapproval of documents</li> <li>• Encoding /scanning / screening of documents for routing stamp and routing slip</li> <li>• Review of documents, Scanning / dispatch to OTCDs</li> <li>• Legal / Proof reading</li> <li>• Message Center</li> </ul>



*MD*

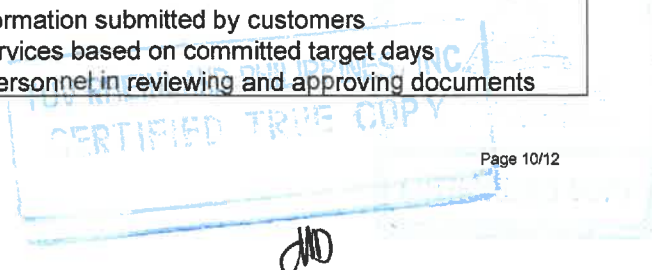
Client	Standard(s)	Certification Number(s)	Audit Type
Philippine National Police – Office of the Chief, PNP	ISO 9001:2015	01 100 1900202TRP	Second Surveillance Audit

Item	Audit result
	<ul style="list-style-type: none"> <li>• Receiving of incoming documents</li> <li>• Encoding/Scanning/Screening of Documents for routing stamp and slip</li> <li>• Review and signed by Chief Clerk</li> <li>• Sorting of documents whether for action of PNCO/Proofreader/Legal Officer</li> <li>• Admin Officer Screening of Documents for approval of Chief PNP/Signing of Routing Slip</li> <li>• Executive Assistant screening of documents for approval of Chief PNP</li> <li>• Senior Executive Assistant screening of documents for approval of Chief PNP</li> <li>• Approval of Chief PNP of Document</li> <li>• Message Center will release the document</li> <li>• The following processes have been <b>outsourced</b>:</li> <li>• Equipment maintenance</li> <li>• Materials / Office supplies</li> <li>• Training process</li> </ul> <p>The following processes have been outsourced and are appropriately reviewed and controlled:</p> <ul style="list-style-type: none"> <li>• Equipment maintenance</li> <li>• Materials / office supplies</li> <li>• Training process as needed</li> </ul>
Risk-based thinking	<p>The requirements for risk-based thinking are being realized in the organization as follows:</p> <p>Risk-based thinking has been applied for the following <b>processes</b>:</p> <ul style="list-style-type: none"> <li>- Operational Process (from receiving of documents, screening, reviewing and approval of documents from different personnel in the operation)</li> </ul> <p>Examples of <b>risks and opportunities</b> of processes identified are:</p> <ul style="list-style-type: none"> <li>• Loss of document</li> <li>• Alteration of decisions and tampering of documents</li> <li>• Leakage of classified information</li> <li>• Advancement of ICT programs and system leads to a faster processing and facilitation of documents</li> <li>• Adequate logistical and financial resources</li> <li>• Availability of local and foreign trainings</li> <li>• Mishandling of Documents</li> <li>• System Failure (Delay in the processing of documents)</li> <li>• Delay in the issuance of requested financial and logistical resources.</li> </ul> <p>Examples of <b>measures</b> taken to react on identified risks are:</p> <ul style="list-style-type: none"> <li>• Implementation of mandatory wearing of facemask, UV lights usages, sterilization cabinet, thermal scanning and disinfection footbath</li> <li>• PDITR strategy implementation</li> <li>• Alternative Work arrangement, Rapid test and RT PCR Test</li> <li>• Regular back-up system</li> <li>• Maintaining updated master List of Records</li> <li>• Use of log book to record information borrower</li> <li>• Strengthen coordination with IT offices of OTCDS</li> </ul>



Client	Standard(s)	Certification Number(s)	Audit Type
Philippine National Police – Office of the Chief, PNP	ISO 9001:2015	01 100 1900202TRP	Second Surveillance Audit

Item	Audit result
	<ul style="list-style-type: none"> <li>• Inventory and testing of emergency equipment and power supply</li> <li>• Implementation of disaster preparedness plan (MPLAN SAKLOLO)</li> <li>• Strict implementation of all current controls – Develop and established procedures relevant to documentation flow, handling of visitors, security clearance and observance of physical security barriers.</li> <li>• Implementation of PNP Regulation 200-012 "Promulgating Rules Governing Security if Classified Matters in all ONP offices and units; Observance of physical security barriers.</li> <li>• Offsite back-up server at ITMS; Provision of emergency power supply; Provision of emergency communication resources</li> <li>• Liaising of BFO to RSPNCO with DC and LSS respectively</li> </ul> <p>Examples of risks and opportunities concerning the <b>context</b> of the organization are:</p> <ul style="list-style-type: none"> <li>• Spread of COVID-19 among OCPPNP personnel which may disrupt the processing of documents at the OCPPNP</li> <li>• Mishandling of documents resulting to loss of documents, alteration on decision and leakage of classified information</li> <li>• Advancement of ICT programs and system leads to a faster processing and facilitation of documents</li> <li>• Availability of local and foreign trainings.</li> <li>• Disciplines personnel and positive attitude towards work lead to a good, efficient and effective working environment</li> <li>• No administrative / operational control over the communication tracking system</li> <li>• Adequate logistical and financial resources</li> <li>• Delay in issuance of requested financial and logistical resources</li> </ul> <p>Concerning risk based thinking the following <b>tools</b> are used:</p> <ul style="list-style-type: none"> <li>• Risk register ISO 9001:2015 QMS Clause 6.1.1.1 Rev. 05 updated August 20, 2021</li> <li>• Opportunity register ISO 9001:2015 QMS Clause 6.1.1.2 Rev.05 updated August 20, 2021</li> <li>• Risks and opportunity procedure (Standard Operating Procedure No. 2019-02) dated</li> <li>• June 28, 2019 Risk and Opportunity Management</li> <li>• SWOT Analysis ISO 9001:2015 QMS Clause 4.1.1 Rev. 03</li> <li>• Quality workplace standard</li> </ul>
Customer-related and other requirements	<p>The organization analyses and evaluates customer requirements and/or enquiries and any documented, assumed, statutory and regulatory requirements within the scope of a production and feasibility study performed in a team.</p> <p>The organization caters request of PNP units and its personnel requiring OC PNP approval. The same procedure applies to amendments.</p> <p>The following process requirements significantly affect product or service quality:</p> <ul style="list-style-type: none"> <li>• Complete documented information submitted by customers</li> <li>• Timeliness in delivering services based on committed target days</li> <li>• Availability of competent personnel in reviewing and approving documents</li> </ul>



# Audit Report

Client	Standard(s)	Certification Number(s)	Audit Type
Philippine National Police – Office of the Chief, PNP	ISO 9001:2015	01 100 1900202TRP	Second Surveillance Audit

Item	Audit result
	<ul style="list-style-type: none"> <li>• Availability of functional IT equipment used in producing output documents</li> <li>• Correct and accurate information thru several screening processes</li> <li>• Releasing of quality and authorized information to the interested parties</li> <li>• Competency of personnel engage in the core operations (screening, reviewing and approval)</li> <li>• Compliance to the committed processing timelines such as 3 days for simple, 7 days for complex and 20 days for high technical.</li> <li>• Completeness and correctness of documents.</li> <li>• Availability of reviewer and signatory</li> <li>• Availability of computerize system Online Communication Imaging Monitoring System (OLCIMS)</li> </ul> <p>Key regulatory, statutory and customer-related requirements include:</p> <ul style="list-style-type: none"> <li>• PNP Admin</li> <li>• Memorandum Orders 2020-007 dated Feb 11, 2020 – Online Communication Imaging Monitoring System (OLCIMS)</li> <li>• RA 10591 and its IRR</li> <li>• TA 9184- PROCUREMENT LAW</li> <li>• RA 6975- PNP LAWS</li> <li>• RA 8551 AS AMENDED BY RA 9708</li> <li>• GAA –GENERAL ANNUAL PROCUREMENT ACT</li> <li>• RACCS – CIVIL SERVICE LAW</li> <li>• NMC 2016-002 – ADMIN DISCIPLINARY PROCEEDINGS</li> <li>• LOGISTICS POLICY – INTERNAL CIRCULARS (E.G PSPG POLICIES)</li> <li>• RA 9470- National Archives Act of 2007</li> <li>• NAP General Circular no. 1 and 2 dated January 20, 2009</li> <li>• PNP Regulation 200-012, Promulgating Rules Governing Security of Classified Matters in All Philippine National Police Offices and Units</li> <li>• RA 1080 Civil Service Eligibility</li> </ul>
Customer satisfaction and complaints	<p>The organization maintains documented and effective procedures governing the handling of information, data analyses, improvement actions and responses to customer feedback.</p> <p>The organization utilize Customer Satisfaction Survey to assess the perspective of their customer towards the services offered which are being rated if “Satisfied and Dissatisfied”.</p> <p>The following are parameters used:</p> <ul style="list-style-type: none"> <li>- Timely processing and delivery of approved/signed documents / communication of OCPNP</li> <li>- Information provided in the routing slips / corrections are accurate/helpful</li> <li>- Personnel are polite and friendly when I follow up the communications/documents</li> <li>- Overall how satisfied are you with processing of documents at the OCPNP</li> <li>- Positive experience you had with OCPNP</li> <li>- Any complaints on our service</li> </ul> <p>As OCPNP caters nationwide request across all PNP Units, there were 11,589 responses thru QR code system approach issued by the office. 99% of reponses are Satisfied overall to the services rendered by OCPNP.</p>



# Audit Report

Client	Standard(s)	Certification Number(s)	Audit Type
Philippine National Police – Office of the Chief, PNP	ISO 9001:2015	01 100 1900202TRP	Second Surveillance Audit

Item	Audit result
	<p><b>Customer Complaints:</b> There were no complaints received both at the lobby and Message Center for 2021 from January to August 2021. Though there are very minimal concern raised by other respondents.</p>
Internal audit and management review	<p><b>Internal Audit</b> The organization measures the implementation, maintenance and effectiveness of the management system by means of annually scheduled system audits. The organization reliably carries out these audit last August 24, 2021 resulted to 2 Commendable, 5 opportunities for Improvement and 0 Nonconformity by 1 qualified auditor.</p> <p>Top management reviews the organization's management system at regular intervals and in line with the requirements to ensure its continuous suitability, adequacy and effectiveness. The management review was carried out in accordance with the requirements and was effective.</p> <p>Date of last management review: 03 September 2021. Some discussions were as follows: - OCPNP Scorecard</p> <ul style="list-style-type: none"> <li>- Audit result status</li> <li>- Adequacy of resources</li> <li>- Performance of externally provided services</li> <li>- SWOT analysis</li> <li>- Performance of OCPNP QMS</li> <li>- Other Matters</li> </ul>
Use of certificate and logo	The organization uses the logo and the certificate (e.g. on business cards, company brochures, websites etc.) in compliance with the requirements. The logo and the certificate are used in compliance with the requirements. This has been checked by sampling. The sampling included business cards, company brochures or websites or others.

Chapter of standard	4.1	4.2	4.3	4.4	5.1	5.2	5.3	6.1	6.2	6.3		
Rating *	1	1	1	1	1	1	1	1	1	1		
No. of nonconformity	0	0	0	0	0	0	0	0	0	0		
Chapter of standard	7.1	7.2	7.3	7.4	7.5	8.1	8.2	8.3	8.4	8.5	8.6	8.7
Rating)*	1	1	1	1	1	1	1	1	1	1	1	1
No. of nonconformity	0	0	0	0	0	0	0	0	0	0	0	0
Chapter of standard	9.1	9.2	9.3	10.1	10.2	10.3						
Rating)*	1	1	1	1	1	1						
No. of nonconformity	0	0	0	0	0	0						

- \* **Rating:**
- 1 = conforming
  - 2 = not audited in this audit
  - 3 = nonconformity (see nonconformity report)
  - 4 = not applicable

