



# AUDIT REPORT

Continuation Page

Client ID No: 3775	Date of Audit: Nov 9-12, 2021	Page 1 of 6
Item #	<p>POTENTIAL NON-CONFORMITIES (STAGE 1 AUDITS ONLY) /OBSERVATIONS/OPPORTUNITIES FOR IMPROVEMENT</p> <p>NB: FOR STAGE 1 AUDITS POTENTIAL NON-CONFORMITIES MAY RESULT IN THE STAGE 2 AUDIT BEING DELAYED OR THESE BECOMING DOCUMENTED NON-CONFORMANCES DURING THE STAGE 2 AUDIT</p>	
	<p><b><u>Name of Organization</u> : Philippine National Police – Crime Laboratory Office Region 11/Northern Police District/Cordillera Region</b></p> <p><b><u>Audit Standard/s</u> : ISO 9001:2015</b></p> <p><b><u>Type of Audit</u> : First Surveillance</b></p> <p><b><u>Audit Scope</u> : Provision of forensic investigation services.</b></p> <p><b><u>Auditor</u> : Ramon A. Navarrete – Team Member</b></p> <p><b><u>Areas/Functions Audited</u></b></p> <p><b>Administrative Resource and Management – Training, Discipline, Law and Order, Personnel and Records, Finance, Logistics</b></p> <p><b>Operations Management – Police Community Relations, Operation, Intelligence</b></p> <p><b>Customer Satisfaction and Complaints Handling</b></p> <p><b><u>Audit Findings : (Findings Per Area/Function Audited)</u></b></p> <p><b>Administrative Resource and Management – Training, Discipline, Law and Order, Logistics, Finance, Personnel Records (Clauses 6.1, 6.2; 7.1.3; 7.2; 8.4; 9.1.1; 10.1)</b></p> <p><b><u>Summary of Conformities :</u></b></p> <p>a. In CL11, CLNPD and CLCOR, quality objectives (CLF-RI-30, Rev 3) for the year 2021 were presented mainly focusing on equipment and building maintenance, logistics, funding, safe keep of records, and monitoring of action on received communication. Objectives are standard to all offices and set by the National Head Quarters.</p> <p style="text-align: right;">Page 2 of 6</p>	

RP1-CIP-2020



described in the Conduct of proper handling of customer complaints procedure (CLC-RI-04, Rev 2). Sampling of corrective actions relate to customer satisfaction can't be established since all crime labs consistently get the highest rating of 5 (highly satisfied) from its customers.


Opportunities for Improvement :

- a. Customer surveys conducted at CL11, CLNPD and CLCOR revealed highly satisfied ratings, but it is not clear how such conclusions were drawn from survey feedbacks of merely "yes" or "no".

Nonconformity/ies, if there is any.

None

**END OF REPORT**

  
Ramon A. Navarrete