



TÜVRheinland[®]

Precisely Right.

CERTIFICATE

CN 01 100 2103008TRP

Audit Report as per

ISO 9001:2015

For

Philippine National Police – Quezon City Police District

Camp PMGen Tomas B Karingal, Sikatuna Village, 1101 Quezon City

Client	Standard	Certification Number(s)	Audit Type
Philippine National Police – Quezon City Police District	ISO 9001:2015	CN 01 100 2103008TRP	1 st Bi-Annual Audit (100% Remote)

Audit Leader : Fronie Aligway

Audit Team : Minda Fe Villapando

Client's representative : PBGEN ANTONIO C YARRA - QCPD District Director
PLTCOL CRISTINE M TABDI - QMR

Audit Date : 27 October 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"/>	The current audit revealed (0) major nonconformities and (0) minor nonconformities.
<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:.ddmmyyyy)
<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.

The auditor therefore recommends **(provided nonconformity response has been approved)**:

<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.

2 Scope

2.1 Description of the organization

The Philippine National - Quezon City Police District (PNP-QCPD) is one of the 5 district offices of the National Capital Region Police Office (NCRPO) with 16 Police Stations. Quezon City having a 166.22 km² is the

Audit Report



Client	Standard	Certification Number(s)	Audit Type
Philippine National Police – Quezon City Police District	ISO 9001:2015	CN 01 100 2103008TRP	1 st Bi-Annual Audit (100% Remote)

7	Police Station 7 – Cubao PS	Process of Acquiring Police Clearance (Proseso ng Pagkuha ng Police Clearance) was newly established last Sept. 23, 2021 – it specified Turn-Around-Time for processing of Police Clearance. Ensure to retain documented information that this is monitored.
---	-----------------------------	--

5 Dates

Due Date for the next audit

2022 July 14 (+ 0 days / - 3 months)

Agreed date for the next audit

2022 June 14

02 November 2021

Date


Fronje Aligway / Minda Fe Villapando

Audit Leader / Auditor(s)

Client	Standard	Certification Number(s)	Audit Type
Philippine National Police – Quezon City Police District	ISO 9001:2015	CN 01 100 2103008TRP	1 st Bi-Annual Audit (100% Remote)

Annex ISO 9001:2015 (please delete if not an ISO 9001:2015 audit)

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"> · Insufficient number of Beat Patrollers to cover the land area and population of the city. · Workforce realignment · Criminality and disorder in informal settler · Porous borders · Numerous convergence points and transients · Protest Rallies · Natural Disaster · Covid-19 Pandemic <p>The organization has identified interested parties and the requirements of these parties. Examples for such parties are:</p> <ul style="list-style-type: none"> · Community · Regional Director , Regional Staff · Mayor, Congressman, City Council of QC and QCPOC · Other Law Enforcement Agencies (i.e. PDEA, BOC, AFP,NBI) · Other pillar of CJS,NGOs, NGAs, and other stakeholders
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.</p> <p>Key quality objectives for year 2021 include:</p> <ul style="list-style-type: none"> · DOPD (District Operations and Plans Division) – Core Process <ul style="list-style-type: none"> ▫ Number of loose firearms against the estimated baseline data (Kontra Boga / Confiscated Firearms), target: 147 ▫ 100% serve notices through OPLAN KATOK), target: 3304 ▫ 100% accomplishment of programs/activities on POP SPLAN (Peace & Order and Public Safety Projects) ▫ 3% per year increase on the number of Police Operations conducted ▫ 3% reduction of Crime perpetrated by Motorcycle Riding Suspects (RMS) <p>These are measurable and are controlled, communicated and updated regularly.</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"> · District Patrol Operation · Intelligence

Client	Standard	Certification Number(s)	Audit Type
Philippine National Police – Quezon City Police District	ISO 9001:2015	CN 01 100 2103008TRP	1 st Bi-Annual Audit (100% Remote)

Item	Audit result
	<ul style="list-style-type: none"> • Investigative and Detective Management • Human Resource • Logistics • Facility • MIS • Document Control <p>The following processes have been outsourced and are appropriately reviewed and controlled:</p> <ul style="list-style-type: none"> • Repair and Maintenance (Air-conditioner, printer, vehicle) <p>These processes are appropriately reviewed and controlled.</p>
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 processes:</p> <ul style="list-style-type: none"> • District Community Affairs and Development Division (DCADD) • Procurement, Logistics and Facility Maintenance • District Patrol Operations Division • District of Intelligence Division • District of Investigative and Detective Management Division • IT/MIS • Human Resource <p>Examples of risks and opportunities of processes identified are:</p> <ul style="list-style-type: none"> • Insufficient Personnel • Re-assignment of personnel outside the QCPD • External factors such as disaster, calamities, and accidents • Covid-19 pandemic • Inadequate logistical equipment • Facility for fuel station, offices, warehouse • Lack of technical personnel assigned with DLD • Low police viability • Delay submission of compliances and providing police service • Less controlled environment prevalence of illegal drugs and other illegal activities • Utilization of digital platform (zoom meeting) <p>Examples of measures taken to react on identified risks are:</p> <ul style="list-style-type: none"> • Conduct force relocation or cleaning operations • Rescue relief operations • Conduct awareness and mitigation campaign • Simultaneous demand of supplies and mobility • Conduct survey and inspections for recommendation on space • Conduct trainings and request of reassignment of personnel • Request for additional personnel

Client	Standard	Certification Number(s)	Audit Type
Philippine National Police – Quezon City Police District	ISO 9001:2015	CN 01 100 2103008TRP	1 st Bi-Annual Audit (100% Remote)

Item	Audit result
	<ul style="list-style-type: none"> · Restriction of BMI requirement and completion of supporting documents · Coordination with private individual and LGU <p>Examples of risks and opportunities concerning the context of the organization are:</p> <ul style="list-style-type: none"> · Insufficient of Beat Patrollers to cover the land area and population of the city · Realignment of personnel other tasking · Criminality and disorder in informal settler communities · Porous borders · Protest and rallies · Exposure of Covid-19 from the community <p>Concerning risk based thinking the following tools are used:</p> <ul style="list-style-type: none"> · SWOT Analysis · Risk Register
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 Quezon City Police District mandate, i.e., to enforce the law, prevent and control crimes, maintain peace and order, ensure public safety and internal security.</p> <p>To ensure effective performance of its mandate, the top management that consist of Command Group and Director of QCPD, periodically reviews its strategic direction and performance.</p> <p>The following process requirements significantly affect service quality:</p> <ul style="list-style-type: none"> · Accuracy of crime information inputted in the CIRAS – Crime Information Recording Analysis System · Validation of the crime information · Intelligence information – threat assessment · Operations review · Regular conduct of EMPO – Enhanced Managing of Police Operations · Weekly Patrol Plan/ Deployment Plan · Patrol Operation After Activity Report · STOC Daily Report · Logistics, Facilities <p>Key regulatory, statutory and customer-related requirements include:</p> <ul style="list-style-type: none"> · RA 8551 Philippine National Police Reform and Reorganization Act of 1998 · RA 6975 Department of the Interior and Local Government Act of 1990 · Memo Circular Number 2013-021 re: Critical Incident Management Operational Procedures (CIMOP) · PNP Command Memorandum Circular (CMC) No. 01-2017 QCPD Implan to PNP Illegal Drugs Campaign Plan Project Double Barrel Reloaded · PNP Command Memorandum Circular (CMC) No. 2017-021 QCPD Implan to NHQ Command Memorandum Circular no. 2017-021 (Enhance Operational Concept of the Managing Police Operations)

Client	Standard	Certification Number(s)	Audit Type
Philippine National Police – Quezon City Police District	ISO 9001:2015	CN 01 100 2103008TRP	1 st Bi-Annual Audit (100% Remote)

Item	Audit result
	<ul style="list-style-type: none"> · LOI 547/06 PNP Anti-Illegal Gambling Special Operations Task Force (AIG-SOTF) · DOPD-C2 Patrollers Handbook (Battle Book) · SOP No. ODO-2015-001 PNP Standard Operating Procedures (SOP) in Managing Police Operations (@Lambat-Sibat) 2015 · PNP-DO-DS-3-3-15 PNP Handbook (Managing Patrol Operations Manual)
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>Customer Satisfaction Survey.</p> <ul style="list-style-type: none"> · Evaluation period: September 16, 2021 to October 15, 2021 · A total of 289 respondents against the total of 491 individuals who visited the police stations, equivalent to 58.85% · Rating results ranges from Good to Excellent <ul style="list-style-type: none"> ▫ Note of rating, 5 – excellent, 4 – very good, 3 – good, 2 – fair & 1 - poor <p>Customer Complaints</p> <ul style="list-style-type: none"> · There were 185 valid complaints received from July to September 2021 with corresponding actions/measures · The status of these 185 complaints are already closed during the time of audit.
Internal audit and management review	<p>The organization measures MS implementation, maintenance and effectiveness by means of annually scheduled system audits. The organization reliably carries these audits on November 9~12, 2021 as per annual audit plan year 2021 by 4 qualified Internal Quality Auditors. The results of these audits will be checked in the next Bi-Annual audit.</p> <p><u>Management Review:</u></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> <ul style="list-style-type: none"> · Date of last management reviews: October 5 & 15, 2021 <ul style="list-style-type: none"> ▫ All the required inputs and outputs of management review were discussed and documented at the Management Review Report ▫ The minutes of management review was approved by Chief of District Directoral Staff
Use of certificate and logo	<p>The organization uses the logo and the certificate (e.g. on business cards, company brochures, websites etc.) in compliance with the requirements.</p>

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												

Audit Report

Client	Standard	Certification Number(s)	Audit Type
Philippine National Police – Quezon City Police District	ISO 9001:2015	CN 01 100 2103008TRP	1 st Bi-Annual Audit (100% Remote)

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	4	1	1	1	1
No. of nonconformity												
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												

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