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CN 01 100 2103009TRP

1ST Bi-Annual Audit Report as per

TR Cert – ISO 9001:2015

for

**PNP Women and Children Protection Center
(WCPC)**

Camp BGen Rafael T. Crame, Quezon City 1111, Philippines

Client	Standard	Certification Number(s)	Audit Type
PNP Women and Children Protection Center (WCPC)	ISO 9001:2015	01 100 2103009TRP	1 Bi-Annual Surveillance Audit

Audit Leader : Mr. Lionell Aala

Audit Team : NA

Client's representative : PBGEN Alessandro C. Abella-Chief WCPC
PLTCOL Armie Claire M Belen - QMR

Audit Date : Dec. 10, 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 checked="" 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 zero major nonconformities and zero 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 stand-

The auditor 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.

2 Scope

2.1 Description of the organization

Description of the organization: type, structure, size, number of employees, company purpose (e.g. products, services), key processes/activities, affiliation with corporations, key accounts, clientele, etc.

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5 Dates

Due Date for the next audit

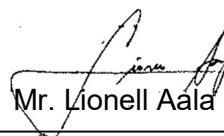
2022 June 15 (-3 months/+ 0 day)

Agreed date for the next audit

(As per ISO Secretariat)

Dec. 17, 2021

Date



Mr. Lionell Aala

Audit Leader / Auditor(s)

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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> <p>Strength</p> <ul style="list-style-type: none"> • Trained and competent WCPC personnel • WCPC Certified training program • Competent instructors • Established Policies, System and Procedures • Effective utilization of funds <p>Weaknesses</p> <ul style="list-style-type: none"> • Lack of office space • Lack of trained foreign language and sign language interpreter • Insufficient number of trained investigators • Reassignment of personnel <p>Opportunities</p> <ul style="list-style-type: none"> • Active community involvement • Donations and logistical support from LGU, NGO, other partners and stakeholders • Sponsored training by foreign and local partners • Recognition given by PNP and partner agencies • Strong linkages with local and international partners <p>Threats</p> <ul style="list-style-type: none"> • Evolving trend in technology and emerging trend for cybercrime • Natural calamities- COVID 19 and typhoon <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"> • Customers/ Complainants • Prosecutor's Office/ Courts • PNP Units • Community • Other Law enforcement agencies • Government Offices • Foreign Counterparts • Service Providers
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>

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	<p>Key quality objectives include:</p> <ul style="list-style-type: none"> • Ensure quality service to its stakeholders <ul style="list-style-type: none"> ➢ WCPC Victim Satisfaction Rating Target=3.8 rating; • Improve Crime Solution Efficiency (CSE) <ul style="list-style-type: none"> ➢ WCPC TIP CSE Target = 48% ➢ WCPC VAWC CSE Target = 46%; • Improve Crime Clearance Efficiency (CCE) <ul style="list-style-type: none"> ➢ WCPC TIP CCE Target = 61%; ➢ WCPC VAWC CCE Target = 61%; • Ensure Awareness of its stakeholder regarding Violence Against Women and Children and Trafficking in Person <ul style="list-style-type: none"> ➢ No. of lectures conducted Target = 19; ➢ No. of Distributed Factsheets/Leaflets/Posters/Flyers Target = 525; ➢ No. of TV/Radio and Social Media Guesting/Interview Target = 13; • Develop highly motivated, competent, credible and disciplined WCPC personnel <ul style="list-style-type: none"> ➢ Percentage of trained personnel vs. Training Needs <ul style="list-style-type: none"> ✓ BTIP Target = 51%; ✓ CICL Target = 31%; ✓ WCPC Specialized Course Target = 49%; ✓ TIPSIC Target = 31%; • Develop Responsive Centers for the Protection of Women and Children against any Form of Violence <ul style="list-style-type: none"> ➢ Percentage of Personnel Fill-up Target = 50%; • Strengthen Linkages with Partners <ul style="list-style-type: none"> ➢ No. of MOA/MOU Target = 1; ➢ No. of Meetings with Partners Target = 110 ➢ No. of Community Outreach Programs Target = 7; • Optimize utilization of Logistical and Financial Resources <ul style="list-style-type: none"> ➢ Percentage of Programmed Activities Implemented based on AOPB Target = 100%; Q1 2021 = 100% <p>Ensure implementation of AVAWCD Mandate/Functions:</p> <ul style="list-style-type: none"> - No. of complaints received – 194 - No. of operations conducted – 4 - No. of rescued victims – 4 - No. of complaints referred to the prosecutors office – 48 - No. of case conferences conducted - 4 <p>These are measurable and are controlled, communicated and up-dated 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"> • Management Process (Planning, Policy Management, Performance Evaluation, Managing Improvement)

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	<ul style="list-style-type: none"> • Core Process: Handling of Investigation on Violence Against Women and Children and Trafficking in Persons <ul style="list-style-type: none"> ➢ AVAWC ➢ ATIP • Support Process (Human Resource Management, Documentation Management, Logistical Management, Financial Management, Infrastructure and Work Environment) <p>The following processes have been outsourced and are appropriately reviewed and controlled:</p> <ul style="list-style-type: none"> • Within PNP <ul style="list-style-type: none"> ➢ PNP Health Service ➢ Medico Legal Service (Crime Laboratory) ➢ Digital Forensic Service (Anti-Cyber Crime Group) ➢ Logistical Support • Outside PNP <ul style="list-style-type: none"> ➢ Other Government Health Service ➢ Provision of Statistical Reports ➢ Aftercare Services ➢ Contributory in Prosecution of Cases
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"> • WCPC -wide • VAWC • TIP <p>Examples of risks and opportunities of processes identified are:</p> <ul style="list-style-type: none"> • Hinder prompt delivery of services due to lack of space/office facilities • Delay of delivery of services due to lack of trained personnel on sign language • Hinder prompt delivery of services due to Hinder prompt delivery of services due to insufficient number of trained investigators • Availability of competent personnel / officer to conduct investigation • Natural and man-made hazards which may possible increase backlogs of VWC / GBV incidents <p>Opportunities:</p> <ul style="list-style-type: none"> • Produce competent personnel in handling VAWC and TIP cases based on approve budget and plantilla • Increases productivity and minimize the loss • Provides stronger partnership between local government and the WCPC

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	<p>Reviewing further of risks and opportunities for improvement focusing on appropriate risk description</p> <p>Examples of measures taken to react on identified risks are:</p> <ul style="list-style-type: none"> • Maximize the available space/office facilities • Coordinate/seek assistance with other agencies who have trained personnel in sign language • Personnel of this center to do multi-tasking to cater all clients of gender based violence • Minimize services of CIC trained personnel • Refer to Anti Cyber Crime Group <p>Actions on Opportunities:</p> <ul style="list-style-type: none"> • Include in the Master Training Action Plan • Review application of Annual Operation Plans and Budget • Include in the calendar of activities (info drive, advocacy program, outreach program, etc.) <p>Examples of risks and opportunities concerning the context of the organization are:</p> <ul style="list-style-type: none"> • Delay in the delivery of services due to calamities • Delay in the delivery of services due to reassignment of personnel as part of career improvement • Delay in the delivery of services due to limited criminal investigation courses offered by DIDM • Most AVAWCD personnel are not trained on Criminal Investigation Course (CIC) <p>Concerning risk based thinking the following tools are used:</p> <ul style="list-style-type: none"> • SWOT Analysis • Risk Registers • Opportunities Registers
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>Complaints are received and assessed and information are validated by the Intelligence/Investigation Team. Planning and execution of immediate response is done by the Operations and Plans Section. The complaints are filed before Prosecution Office. The person who prepared the offer reviews the contract to ensure its compliance with the offer and documents this compliance in an order confirmation. 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"> • Timely referral of complaints to Prosecution Office • Timely turnover of rescued minor victims to shelter/social worker

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	<ul style="list-style-type: none"> • Timely submission of accurate reports/data • Will of complainant to file a case which affects decision of organization to push the case • Availability and accuracy of information gathered from complainant and during investigation • Availability of evidences as proof of violence / trafficking <p>Key regulatory, statutory and customer-related requirements include:</p> <ul style="list-style-type: none"> • RA 8551, PNP Reform and Reorganization Act • NAPOLCOM Resolution No. 2014-441 • RA 9262 Anti-Violence Against Women • RA 7610 Anti-Child Abuse Law • RA 8353 Anti-Rape Law • RA 10364 Expanded Anti-Trafficking In Person Act of 2012 • RA 9775 Anti-Child Pornography Act of 2009 				
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</p> <p>The organization uses customer satisfaction survey to check perspective of walk in clients to the services offered. With 8 criterion / questions and with overall criteria of 4-Outsatnding, 3.1-3.9 Very Satisfactory, 2.0-2.9 – Satisfactory and 1.0-1.9 Poor. This was being monitored on quarterly basis. Target is 3.0 Very Satisfactory. Below are the detailed results.</p> <table border="1"> <tbody> <tr> <td>AVAWCD</td> <td>3.99</td> </tr> <tr> <td>ATIPD</td> <td>3.96</td> </tr> </tbody> </table> <p>Customer Complaints</p> <p>The organization has Zero Customer Complaints received. There is a specific unit who handles complaints i.e. ARMD with proper investigation and provide recommendatory action.</p>	AVAWCD	3.99	ATIPD	3.96
AVAWCD	3.99				
ATIPD	3.96				
Internal audit and management review	<p>Internal Audit</p> <p>The organization measures MS implementation, maintenance and effectiveness by means of annually scheduled system audits. The organization reliably carries out these audits. The nonconformities identified in these internal audits had been corrected by the time the audit documented in this report was performed.</p> <p>Internal audit conducted on Nov 9 – 11, with 10 internal auditors. Training for the internal auditors were conducted on Oct. 20-23, 2020 by the DAP (Development Academy of the Philippines).</p> <p>Internal audit result: 2 NCs</p> <p>Management Review</p>				

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	Top management reviews the organization's quality management system at regular intervals and in line with the requirements to ensure its continuous suitability, adequacy and effectiveness. The management review for Q1 2021 on Jan. 26, 2021 and Q2 2021 on June 11, 2021, Q3 2021 on Oct. 5, 2021 and Q4 scheduled by Jan. 2022 were carried out in accordance with the requirements and was effective. Date of last management review: Oct. 5, 2021.
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.

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	4	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