

## QUALITY OFFICE's 2020 MAJOR ACCOMPLISHMENTS

### ❖ ISO 9001:2015 Certification

- CIAC was certified by TUV Rheinland Philippines, Inc. for ISO 9001:2015 last December 22, 2020, after two stages of audit activities. CIAC initially passed the Stage 1 Audit conducted by Ms. Kharen Concepcion, Lead Auditor of TUV Rheinland, last December 1, 2020. Then on December 21-22, 2020, TUV Rheinland auditors conducted the Stage 2 Audit which was headed by Mr. Rolando Remitar (Lead Auditor) and his audit team members which include Ms. Jogina Mendiola, Mr. Cecilia Ignacio, Ms. Zenaida Cruz, and Mr. Ernesto Demoy.

This is the first audit on CIAC's Quality Management System after the privatization of the airport operations and maintenance functions of CIAC.

The new scope of CIAC's Quality Management System that was certified is "**Estate Management and Processing of Lease of Land, Building and Structures under the jurisdiction of Clark International Airport Corporation**".

The following served as auditees during the Certification Audit of TUV Rheinland: Top Management, Accounting Department, BAC Secretariat, Community Relations Department, Corporate Communications Office, Corporate Planning Department, Engineering and Maintenance Department, Human Resource Department, Internal Audit Department, Legal Services Department, Marketing Department, MIS Department, Procurement Department, Property Department, Quality Office, Records Management Office, Security Department, and Treasury Department.

TUV Rheinland's audit findings include eleven (11) positive findings, seventeen (17) opportunities for improvement, and **ZERO** non-conformity.

Prior to the Certification Audit, preparatory activities were conducted to ensure that the requirements of the ISO 9001:2015 standard are being implemented by the organization; such as Internal Planning, Internal Quality Audits, and Management Reviews.

### ❖ 100% Compliance with R.A. 11032

- All external and internal processes indicated in CIAC's Citizens Charter were found to be compliant with the requirements of R.A. 11032 specifically on the implementation of the requirements of the Citizens Charter.

### ❖ Successful conduct of Customer Satisfaction Survey

- The annual customer satisfaction survey using GCG's Standardized Survey Mechanism resulted to having **95% Satisfied Customers** (Locators) wherein **42.50% are Very Satisfied while 52.50% are Satisfied**.

