

QUALITY OFFICE'S 2021 MAJOR ACCOMPLISHMENTS

❖ Passed the ISO 9001:2015 1st Follow-up Audit

- CIAC successfully passed the 1st Follow-up Audit conducted by TUV Rheinland Philippines and maintained its ISO 9001:2015 – Quality Management System Certification. The said audit was conducted last December 20, 2021 by TUV Rheinland Philippines' auditors headed by Mr. Roy Alminanza (Lead Auditor) and his audit team members which include Mr. Lionel Aala and Ms. Kharen Concepcion.

The scope of CIAC's Quality Management System 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 1st Follow-up Audit of TUV Rheinland: Top Management, Accounting Department, BAC Secretariat, Corporate Communications Office, Corporate Planning Department, Engineering and Maintenance Department, Human Resources Department, Legal Services Department, Marketing Department, Procurement Department, Property and Transportation Department, Quality Office, Safety & Environmental Management Office, Security Department, and Treasury Department.

TUV Rheinland's audit findings include twenty (20) positive findings, seven (7) opportunities for improvement, and **ZERO** non-conformity.

Prior to the 1st Follow-up Audit, preparatory activities were conducted to ensure that the requirements of the ISO 9001:2015 standard are being implemented by the organization. CIAC's Quality Office with the help of the Internal Quality Audit Committee (IQAC) and with the support of AVP Darwin L. Cunanan, Quality Management Representative, conducted internal quality audits, follow-up audits, and management review meetings.

CIAC's Internal Quality Auditors played a major role in the successful maintenance of CIAC's ISO 9001:2015 Certification as they were able to identify opportunities for improvement and risks factors that were acted upon by the auditees prior to the external audit of TUV Rheinland. The Internal Quality Auditors also conducted follow-up audits to check on the status of resolution of audit findings. CIAC's Internal Quality Auditors include the following CIAC employees: Vina May L. Manalili (Chairperson-IQAC/ Audit Team Leader), Marie Angeli T. Primero (Lead Auditor/ Audit Team Leader), Vergel Maria D. Lacanlale (Audit Team Leader), Kimberly D. Claudio (Audit Team Leader), Josmin Jose C. Due (Audit Team Member), Nove Jean C. Yu (Audit Team Member), Reynante S. Nanquil (Audit Team Member), and Michelle S. Cruz (Auditor to the IQAC).

❖ **Successful conduct of Customer Satisfaction Survey**

- The annual customer satisfaction survey using GCG's Standardized Survey Mechanism resulted to having 97.78% Satisfied Customers (Locators) wherein 44.44% are Very Satisfied while 53.34% are Satisfied.

The positive feedback of locators includes the following: "very good service and responsive", "fast service", "easy to communicate" "accommodating staff", "concerns are properly addressed", and "attentive to details".

❖ **Compliance with R.A. 11032 – Ease of Doing Business and Efficient Government Service Delivery Act**

- In March of 2021, CIAC's Committee on Anti-Red Tape (CART) was constituted headed by Chairperson/AVP Darwin L. Cunanan. The CART is tasked to ensure that CIAC will comply with the provisions of R.A. 11032, its Implementing Rules and Regulations and with the subsequent issuances by the Anti-Red Tape Authority.

Also, 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.

Prepared by:



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