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Precisely Right.

01 100 1900207TRP

Recertification Audit Report as per

ISO 9001:2015

for

**NATIONAL WAGES AND PRODUCTIVITY
COMMISSION**

**2/F AND 3/F DY INTERNATIONAL BUILDING,
SAN MARCELINO STREET**

Client	Standard	Certification Number(s)	Audit Type
NATIONAL WAGES AND PRODUCTIVITY COMMISSION	ISO 9001:2015	01 100 1900207TRP	RECERTIFICATION AUDIT

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Audit Leader	:	Jogina Mendiola
Audit Team	:	Melchor Camina, Hilario Capili, Fronie Aligway
Client's representative	:	Maria Criselda R. Sy, Executive Director IV Elvira P. Jota, Director II/ ISO Coordinator
Audit Date	:	01 March 2022 to 02 March 2022

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 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:.ddmmyyy)
<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:

<input checked="" type="checkbox"/>	Award of the new certificates.
<input 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

In July 1989, the Philippine Congress enacted into law Republic Act No.6727, also known as the "Wage Rationalization Act."

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The Act established a new mechanism for minimum wage determination through the creation of the National Wages and Productivity Commission (NWPC) and the Regional Tripartite Wages and Productivity Commission (NWPC) and the Regional Tripartite Wages and Productivity Boards (RTWPBs) in all regions of the country.

The NWPC is an attached agency of the Department of Labor and Employment.

NWPC Vision:

Justly remunerated and productive Filipino workforce in globally competitive enterprises.

NWPC Mission:

Set minimum wage that protects worker's welfare;
Promote enterprise and workers' productivity.

NWPC Quality Policy

The NWPC is committed to:

Provide quality service to the workers and enterprises on wages, incomes and productivity through policy and program development and implementation;
Comply with all applicable requirements;
Continually improve all processes and systems to meet the requirements of relevant interested parties; and
Enhance the competencies of its talents.

(Ref. <https://nwpc.dole.gov.ph/about-us/>)

2.2 Scope of certification

Scope of certification:	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing
ISO 9001 standard requirements which are not applicable:	None.
Reasons for non-applicability:	NA

Internal auditing throughout the multi-site organization was verified with a positive result. The management representative has appropriate authority over the sites included in the multi-site organization.

100% of the audit was done by using ICT (Information and Communication Technology). The used method was effective to achieve the audit objectives.

The following sites and their scopes are included in the scope of certification:

Site No. (CN ext.)	Sites included in cert. Name/address of site	No. of emp.	Scope and processes	Standard	Au-dited
01/ 01 100 1900207TRP	National Wages and Productivity Commission 2/F and 3/F Dy International Building, San Marcelino Street corner Gen. Malvar Street, Malate, Manila City	Grand Total of 213	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001: 2015	<input checked="" type="checkbox"/>

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02/ 01 100 1900207TRP	National Wages and Productivity Commission NCR: 2/F and 3/F Dy International Building, San Marcelino Street corner Gen. Malvar Street, Malate, Manila City	75 Filled Plantilla 3 Job Order	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing Processes: <ul style="list-style-type: none"> a) Top Management b) Internal Quality Audit; Nonconformity and Corrective Action Process c) Control of Documented Information d) Risk Management and Opportunities e) Core Process – Policy Formulation f) Core Process – Training design and development g) Core Process – Appeals Resolution Management (Wage Order/ Exemption) h) Planning and Information Division, including Customer Satisfaction, Customer Feedback and Complaints Handling i) Disbursement j) Procurement (including control of externally provided processes, products and services) k) IEC Materials Management l) Facilities/ Equipment/ Vehicle/ ICT (Preventive and Corrective Maintenance) m) Human Resource Management – Recruitment, Selection and Placement; Learning and Development; Rewards and Recognition; Performance Evaluation n) Records Management 	ISO 9001: 2015	<div style="border: 1px solid black; padding: 2px; display: inline-block;">X</div>
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03/ 01 100 1900207TRP	<p>National Wages and Productivity Commission</p> <p>Regional Tripartite Wages and Productivity Board – III</p> <p>2nd Floor Kingspire Business Center, Km.71 McArthur Highway, Brgy. San Isidro, City of San Fernando Pampanga</p>	9 Filled Plantilla 1 Job Order	<p>Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing</p> <p>Processes:</p> <ul style="list-style-type: none"> a) Core Process – Policy Formulation b) Core Process – Training c) Core Process – Information and Advisory Services d) Core Process – Application for Exemption Resolution e) Support Process – Documented Information Management f) Support Process – IEC Materials Management g) Support Process – Human Resource Management h) Support Process – Facilities/ Equipment/ Vehicle/ ICT (Preventive and Corrective Maintenance) 	ISO 9001:2015	<input checked="" type="checkbox"/>
04/ 01 100 1900207TRP	<p>National Wages and Productivity Commission</p> <p>Regional Tripartite Wages and Productivity Board – IVA</p> <p>3rd Flr. Milan Prestige Bldg., National Highway, Brgy. Halang, Calamba City, Laguna</p>	8 Filled Plantilla	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001:2015	<input type="checkbox"/>
05/ 01 100 1900207TRP	<p>National Wages and Productivity Commission</p> <p>Regional Tripartite Wages and Productivity Board – CAR</p> <p>3rd Floor DOLE Bldg., #1 Cabinet Hills, Baguio City</p>	7 Filled Plantilla	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001:2015	<input type="checkbox"/>

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06/ 01 100 1900207TRP	<p>National Wages and Productivity Commission</p> <p>Regional Tripartite Wages and Productivity Board – I</p> <p>Rm 202-203, Juanita Commercial Building, Quezon Avenue, San Fernando City, La Union</p>	7 Filled Plantilla 1 Job Order	<p>Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing</p> <p>Processes:</p> <ul style="list-style-type: none"> a) Core Process – Policy Formulation b) Core Process – Training c) Core Process – Information and Advisory Services d) Core Process – Application for Exemption Resolution e) Support Process – Documented Information Management f) Support Process – IEC Materials Management g) Support Process – Human Resource Management h) Support Process – Facilities/ Equipment/ Vehicle/ ICT (Preventive and Corrective Maintenance) 	ISO 9001: 2015	<input checked="" type="checkbox"/>
07/ 01 100 1900207TRP	<p>National Wages and Productivity Commission</p> <p>Regional Tripartite Wages and Productivity Board – II</p> <p>3/F Andrew’s Bldg., Luna corner Blumentrit Sts., Tuguegarao City</p>	8 Filled Plantilla 1 Job Order	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001: 2015	<input type="checkbox"/>
08/ 01 100 1900207TRP	<p>National Wages and Productivity Commission</p> <p>Regional Tripartite Wages and Productivity Board – IVB</p> <p>No.007 Aboboto Street, San Vicente East, Calapan City, Oriental Mindoro</p>	5 Filled Plantilla 1 Job Order	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001: 2015	<input type="checkbox"/>

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09/ 01 100 1900207TRP	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – V ANST Bldg., Washington Drive, Legaspi City	8 Filled Plantilla 1 Job Order	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing Processes: a) Core Process – Policy Formulation b) Core Process – Training c) Core Process – Information and Advisory Services d) Core Process – Application for Exemption Resolution e) Support Process – Documented Information Management f) Support Process – IEC Materials Management g) Support Process – Human Resource Management h) Support Process – Facilities/ Equipment/ Vehicle/ ICT (Preventive and Corrective Maintenance)	ISO 9001: 2015	<input checked="" type="checkbox"/>
10/ 01 100 1900207TRP	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – V Rm.30, 3/F Dona Maria Bldg., La Castilla, cor EL 98 Sts., Jaro, Iloilo City	8 Filled Plantilla 1 Job Order	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001: 2015	<input type="checkbox"/>
11/ 01 100 1900207TRP	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – VII 6/F DOLE VII Bldg., Gorordo Ave., Kamputhaw, Cebu City	6 Filled Plantilla 1 Job Order	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001: 2015	<input type="checkbox"/>

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12/ 01 100 1900207TRP	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – VIII DOLE Compound, Trece Martires St., Tacloban City	8 Filled Plantilla 1 Job Order	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing Processes: <ul style="list-style-type: none"> a) Core Process – Policy Formulation b) Core Process – Training c) Core Process – Information and Advisory Services d) Core Process – Application for Exemption Resolution e) Support Process – Documented Information Management f) Support Process – IEC Materials Management g) Support Process – Human Resource Management h) Support Process – Facilities/ Equipment/ Vehicle/ ICT (Preventive and Corrective Maintenance) 	ISO 9001:2015	<input checked="" type="checkbox"/>
13/ 01 100 1900207TRP	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – IX Compartment No.2-F H.C. Marketing Bldg., Camins Ave., Samboanga City	8 Filled Plantilla 1 Job Order	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001:2015	<input type="checkbox"/>
14/ 01 100 1900207TRP	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – X 2 nd Floor Trinidad Building, Corrales-Yacapin Streets, Cagayan De Oro City	8 Filled Plantilla	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001:2015	<input type="checkbox"/>

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15/ 01 100 1900207TRP	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – XI 2 nd Floor R&T Yap Building corner Bangoy and Monte-verde Streets, Davao City	9 Filled Plantilla 1 Job Order	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing Processes: a) Core Process – Policy Formulation b) Core Process – Training c) Core Process – Information and Advisory Services d) Core Process – Application for Exemption Resolution e) Support Process – Documented Information Management f) Support Process – IEC Materials Management g) Support Process – Human Resource Management h) Support Process – Facilities/ Equipment/ Vehicle/ ICT (Preventive and Corrective Maintenance)	ISO 9001: 2015	<input checked="" type="checkbox"/>
16/ 01 100 1900207TRP	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – XII #102 ACEPAL Bldg., Mabini Extension, Koronadal City	8 Filled Plantilla 1 Job Order	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001: 2015	<input type="checkbox"/>
17/ 01 100 1900207TRP	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – XIII Nimfa Tiu Bldg., J.P.Rosales Ave., Butuan City	6 Filled Plantilla	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and Gainsharing	ISO 9001: 2015	<input type="checkbox"/>

3 Changes in the management system / Contract review

The following changes have been implemented in the management system and the management system documentation since the last audit. Major changes are:

- 1) Total number of personnel NWPC-Central Office = 75 Filled Plantilla and 3 Job Order; NWPC-Regional Boards = 123 Filled Plantilla, and 12 Job Order, grand total of 213 (against CalcTool, 229).**

The implementation of these changes in the existing management system and the management system documentation was verified within the framework of the audit.

The description of the scope in the certificate appropriately reflects the scope of the management system.

A corresponding printing request is attached.

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Changes to the original audit plan were made during the audit. They are documented in the audit plan and were agreed with the customer on site.

4 Audit findings

The audit findings related to the audited standard are listed in the Annexes to this report (see. Annex ISO 9001:2015).

All information gained during the audit will be treated with strict confidentiality by the [auditors](#) and the certification body. In view of the sampling approach applied to the audit, weaknesses and nonconformities may still exist which have not been identified during the audit.

No.	Unit/Department Site	Positive findings
1/3	Top Management	<p>The proactive stance of NWPC in managing Covid-19 in the workplace (On-site/Offsite) is noteworthy –</p> <ul style="list-style-type: none"> - Distribution of vitamins/medicines, mobile load - Arranged sleeping quarters - Continued Health Check for personnel - Provision of Shuttle Service to all Personnel; Surgical Masks-Cloth Mask - Installation of Acrylic Dividers (for Front desk); Installation of Air Purifiers; Temperature Scanners and Alcohol Dispensers
2	Continual Improvement	<p>The following initiatives, programs, service improvements, implemented by NWPC is noteworthy –</p> <ul style="list-style-type: none"> - Programs and services conducted online using Zoom meeting platform, i.e., Webinar Trainings, Learning Sessions, PBIS Technical Assistance, 9-Part Productivity Conference, Productivity Olympics. - New Productivity Training Programs offered, i.e., Starting and Growing Your Online Business, Work-Life Balance in the New Normal, Business Continuity and Resiliency Plan, Work-Ethics of a Productive Worker, Productive Career Choice - Redesign for Webinar Platform, i.e., Basic Training (Productivity 101, ISTIV Values, 7S of Good Housekeeping: Setting the Pathway to a Safe Workplace in the Better Normal, ISTIV Bayanihan in the New Normal), Intermediate Training (ISTIV-SIB, Green Me in the Better Normal, Service Quality-Building a Pandemic-Proof Customer Relation Service, Retail Merchandising, LEANer Management in the Better Normal, Social Media Marketing) - Presence in social media platforms, i.e., NWPC Website, Facebook, YouTube - Employee Engagement Programs initiated, i.e., Sana A.L.L., Mental Health Awareness, E-Kumustahan, Gender Equality and Social Inclusion - Digitalization/ICT activities, i.e., Purchased and Renewed Applications/Subscriptions, System Development, Purchase of 100units of Laptops/ 21-units of Desktop Computers/ 18-Kiosks - Implementation of Innotivity Projects, i.e., Tier1 Explainer, VPN, Records Management, Chatbot, E-Prodtoolbox on Beneficiary Module, PO Web Portal, Capacity Building and Virtual Team Exercises, Interactive PBIS Platform

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3	Recognition and Appreciation	<p>The following Recognition/ Awards/ Appreciation received, are commendable -</p> <ul style="list-style-type: none"> - Received, “Unqualified COA Opinion“ for compliance in form and content with all statutory accounting and auditing rules and regulations for two consecutive years - Maintained PRIME-HRM Bronze Award <p>Site 3/RTWPB III</p> <ul style="list-style-type: none"> - Certificate of Appreciation given to Mr. Kenneth Liza, RTWPB III, for sharing his knowledge to the DOLE Bataan PFO Livelihood Beneficiaries during the Productivity Orientation last 2021-November-09 - Certificate of Appreciation given to Mr. Kenneth Liza, RTWPB III, for sharing invaluable developments and information as a resource person on Business Continuity Planning and Management, awarded by the Philippine Exporters Foundation Region III, Inc., last 2021-April-23 <p>Site 15/RTWPB VIII</p> <ul style="list-style-type: none"> - Certificate of Appreciation given to Mr. Reynaldo Soliveres, RTWPB VIII, for sharing his valuable knowledge and expertise as Resource Person on “Productivity Scheme“ awarded by HIDECO Sugar Milling Company (Montebello, Kanaga, Leyte) last 2021-November-04 - Certificate of Appreciation given to Mr. Reynaldo Soliveres, RTWPB VIII, for imparting his expertise and exemplary service as Resource Speaker during the “Capacity Building Training“ for Union Officers and Members of Biliran Cooperative (BILECO) Employees Union (ALU-TUCP) awarded by DOLE Biliran Field Office last 2021-October-14 - Verbal appreciations given to RTWPB VIII for the competency acquired on the provided trainings instrumental to their qualification for an overseas employment.
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The following recommendations and opportunities for improvement provided by [the auditors](#) are intended to contribute to the continuous improvement of the management system.

No.	Unit/Department Site	Recommendations and opportunities for improvement
Site 1/HQ – Central Office		
– 2/F and 3/F Dy International Building, San Marcelino Street corner Gen. Malvar Street, Malate Manila City		
1/18	Top Management	(Management Review) Ensure to articulate in the Minutes of the Meeting, the overall performance of CO-RB resulting from customer satisfaction conducted surveys/feedback, including a trend/comparative analysis.
2	Internal Quality Audit	Ensure statement of nonconformity audit finding, includes the description of or reference to audit criteria, i.e., ISO 9001:2015 clause requirement/ regulatory/ internal requirement, for traceability purposes.
3	Disbursement	Ensure previous year documented received PO (Date), include the date of submission for completed documents to narrow-down measurable cycle-time (i.e., 5-days) for processing of Disbursement Voucher.

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4	Facilities/ Equipment/ Vehicles/ ICT (Preventive and Corrective Maintenance)	Consider evaluating the need to monitor the effectiveness of the existing maintenance schedule on equipment which can lead to possible maintenance program improvement.
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Site 3/RTWPB III

– 2nd Floor, Kingspire Business Center, Km.71, Mac Arthur Highway, Brgy. San Isidro, City of San Fernando, Pampanga

5	Documented Information	May include the Health Checklist in the management of forms-records, i.e., access-handling, storage, retention and disposition.
6	Human Resource Management and Development	Ensure to document evaluation on the effectiveness of training activities, i.e., from attended Trainings-Webinars, Coaching, Mentoring, taken, in acquiring necessary competence of personnel.
7	Facilities/ Equipment/ Vehicles/ ICT (Preventive and Corrective Maintenance)	<p>May consider to identify/itemize in the PM Checklist, the equipment/unit/asset included in the actual conduct of Preventive Maintenance for traceability purposes in reference to the Preventive Maintenance Plan for the year (Ref. FM-NWPC-FEV-01, Preventive Maintenance Plan)</p> <p>Since software maintenance is conducted during scheduled PM of ICT, may consider to include this in the PM Checklist for traceability purposes.</p>
8	Risk Management and Opportunities	Ensure to include in the minutes of the Year-End Meeting, evaluation/assessment of the Risk Register to determine effectiveness of actions taken to address risks.

Site 6/RTWPB I

– Rm. 202-203, Juanita Commercial Building, Quezon Avenue, San Fernando City, La Union

9	Human Resource Management and Development	Ensure to keep a copy of training evaluation records for Employees who have completed/ attended their trainings prior submission to Central Office (Site 1/ HQ).
10	Facilities/ Equipment/ Vehicles/ ICT (Preventive and Corrective Maintenance)	Consider requesting a documented maintenance service report from the external service provider who conducts or performs the preventive maintenance (e.g., for ACU maintenance – Seven Seagull Enterprises, for vehicle – Asia Motor Works, etc.).
11	Risks and Opportunities	May need to further identify and anticipate risks and opportunities associated or related to RTWPB I activities/processes.
12	Core Process/ Regional Operations: - Policy Formulation - Training - Information and Advisory Services - Application for Exemption Resolution	<p>May conduct an analysis and evaluation on the results of the Advocacy Services provided to its clients and determine the need to take action on the services it failed to provide.</p> <p>May consider defining target whether internal or externally established based on actual achievement. Current practice is. To make adjusted target based on previous year's target.</p>

Site 9/RTWPB V

– ANST Bldg., Washington Drive, Legazpi City, Albay

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13	Human Resource Management and Development	Ensure to keep a copy of training evaluation records for employees done with their respective trainings prior the submission to central office (Site 1/ HQ).
14	Facilities/ Equipment/ Vehicles/ ICT (Preventive and Corrective Maintenance)	Ensure to acquire national certification (i.e., TESDA NC II) competency for personnel who conducts or performs the maintenance activity.
15	Core Process/ Regional Operations: - Policy Formulation - Training - Information and Advisory Services - Application for Exemption Resolution	In the conduct of Wage Board salary review and issuance of Wage Order for specific regions, there is a need to review the affirmation process described in the doc # PM-NWPC-RBS-03-V dated 16 Nov. 2015 and define clearly the process or steps to be implemented in cases where the approved wage order by the region is not affirmed by the NWPC commissioners. May need to conduct a survey on the perception of clients who participation of MSMEs in productivity trainings conducted through webinars vs. CS survey results of face-to-face seminars and determine the need to take actions on issues raised by the participants.

Site 12/RTWPB VIII

– DOLE Compound, Trece Martires St., Tacloban City

16	Facilities/ Equipment/ Vehicles/ ICT (Preventive and Corrective Maintenance)	For document reference of the condition of the Genset from the PM conducted by JVR Cycle Parts and Trading, may consider to keep a file copy of the Service Report. May consider to use the Remarks portion of the ICT Checklist, to present the overall condition of the ICT Equipment.
17	Training (RTWPB VIII)	Consider including the specific name of the trainor on the (internal) Summary Sheet for proper traceability.

Site 15/RTWPB XI

– 2nd Floor, R&T Yap Building corner Bangoy and Monteverde Streets, Davao City

18	Core Process/ Regional Operations: - Policy Formulation - Training - Information and Advisory Services - Application for Exemption Resolution	May review the rating system adopted by the organization in evaluating the performance of the respective functions or individual as to the achievement of its OPCR/IPCR. There are targets set which cannot be evaluated realistically by using the rating 1, 2, 3, 4 and 5. In the conduct of customer surveys on the participants in webinars, may consider the following: - include in the survey questionnaire the perception of the participants on the convergence and partners tapped as resourced persons. - in conduct an analysis and evaluation of the feedbacks given by the participants and determine the need to come up with corrections/corrective actions for continual improvement, e.g., internet connection issues and comment on speakers.
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Audit Report



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5 Dates

Due Date for the next audit 2023 March 05

Agreed date for the next audit 2023 February (-3mos/+0)

02 MARCH 2022

Date


JOGINA MENDIOLA/ MELCHOR CAMINA,
HILARIO CAPILI, FRONIE ALIGWAY

Audit Leader / Auditor(s)

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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, sociological/cultural, technological, economic, environmental, political and legal factors (Note: subject areas can be legal requirements, co-operations, competition, community etc.)</p> <ul style="list-style-type: none"> • Rapid changes in the lifestyle trends, culture and preferences of today's generation of workers and enterprises, technological innovations, greater regional economic integration, global challenge of climate change, change in national leadership and impending amendment of RA6971 or Productivity Incentives Act • Technological innovations accelerating the flow and access to information and enable NWPC to reach a wider base of clientele, but at the same time, making the organization susceptible to security breaches and system breakdown • Regional economic integration; Availability of digital productivity tools/ technological advancements • Absence of shared values amidst mixed demographics <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"> • MSMEs, Employer's Group, Workers • Attached Agencies – DOLE
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> <p>Key quality objectives include: Corporate Objectives Y2022</p> <ul style="list-style-type: none"> • To achieve 100% agency performance commitments/targets on two-tiered wage system and productivity toolbox based on the approved output and outcome indicators under the 2022 GAA • To achieve an average quarterly CSM rating of at least 3 in the provision of productivity training and conduct of learning sessions • To maintain 100% compliance to all applicable legal requirements • To implement at least two process improvements/ innovations per year • To provide at least 8hours of training to all staff who has rendered at least three (3) months of service based on annual competency-based training plan • To implement 100% of re-entry plans of trained staff who attended training program with 16 or more training-hours
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>

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Item	Audit result
	<ul style="list-style-type: none"> • Central Office – Policy Formulation; Training Design and Development; Appeals Resolution Management (Wage Order/ Exemption) • Regional Boards – Policy Formulation; Training; Information and Advisory Services; Application for Exemption Resolution • Administrative and Support Services <p>The following processes have been outsourced and are appropriately reviewed and controlled:</p> <ul style="list-style-type: none"> • Security • Janitorial Services • Preventive Maintenance
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"> • Research and Policy • Training and Technical Service • Information and Advisory Service <p>Examples of risks and measures, and opportunities of processes identified are:</p> <ul style="list-style-type: none"> • Office of the Executive Director • Risks: Few enterprises, particularly MSMEs adopting RA6971. Measure: Participation in Senate and HOR committee meetings on amendatory bill • Risks: Demand for higher minimum wages/ across-the-board wage increase. Measures: Continue to conduct the MW Policy Implementation Assessment in collaboration with third party expert and with support from ILO (financial and technical assistance) • Risks: Weak-buy of MSMEs on productivity training programs and productivity-based pay (PBIS). Measures: Continue to conduct advocacy on the Productivity Toolbox and PBIS through onsite and online platforms given the new normal <p>Examples of risks and opportunities concerning the context of the organization are:</p> <ul style="list-style-type: none"> • Risks: Emergence of new technology on delivery of training services; Limited capacity of program implementers to conduct orientation, training and technical services using online platform; Cybersecurity • Opportunity: A possible demand on technical assistance among MSMEs brought about by the regional economic integration; Increase in social media followers to promote new programs, services on wages, income and productivity in a more efficient and effective manner; Digital Technology <p>Concerning risk based thinking the following tools are used:</p> <ul style="list-style-type: none"> • Action plan on Risks and Opportunities • Risk Matrix (FM-NWPC-QMS-04, Rev.0, March 07, 2018)

Client	Standard	Certification Number(s)	Audit Type
NATIONAL WAGES AND PRODUCTIVITY COMMISSION	ISO 9001:2015	01 100 1900207TRP	RECERTIFICATION AUDIT

Item	Audit result
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>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"> • DOLE requirements • Requirements of both Workers and MSMEs under RA6727 – Wage Rationalization Act • Implementation of the flagship programs on wages and productivity <p>Key regulatory, statutory and customer-related requirements include:</p> <ul style="list-style-type: none"> • RA6727, Wage Rationalization Act • IRR – Rules Implementing Republic Act No.6727 • NWPC Guidelines No.03 s.2020 – Omnibus Rules on Minimum Wage Determination • 2021 NWPC Citizen’s Charter
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>NWPC measures customer satisfaction from the following parameters: Frontline Service, Learning Sessions, and Trainings, which whom respondents are from the Central Office and Regional Office. The target was to achieve a CSM rating of 3 from 90% of participants-respondents.</p> <p>Evaluation results for conducted last December 2021, were as follows:</p> <p>a) Frontline Services – there were (25) CO respondents who had given rating-3 and above, while (1,308) RB respondents who had given rating-3 and above.</p> <p>b) Learning Sessions – there were (435) CO respondents who had given rating-3 and above, while (1,822) RB respondents who had given rating-3 and above.</p> <p>c) RB Trainings – there were 3,923 respondents who had given rating-3 and above.</p> <p>Verbatim comments were encouraged, and only a few were received, with planned actions underway. There was no complaint/s received to date.</p>
Internal audit and Management review	<p>The organization measures the QMS implementation, maintenance and effectiveness of the management system by means of annual full system audits. The organization reliably carried out these audits, last November 08-12 2021, with 20 Internal Quality Auditors participating. There was (1) Opportunity for Improvement Findings, and (1) Nonconformity.</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</p>

Audit Report

Client	Standard	Certification Number(s)	Audit Type
NATIONAL WAGES AND PRODUCTIVITY COMMISSION	ISO 9001:2015	01 100 1900207TRP	RECERTIFICATION AUDIT

Item	Audit result
	effectiveness. The management review was carried out in accordance with the requirements and was effective Date of last management review: 01 December 2022
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												
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	1	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