



TÜVRheinland[®]

Precisely Right.

01 100 1900207TRP

Audit Report as per

ISO 9001:2015

for

**NATIONAL WAGES and PRODUCTIVITY
COMMISSION**

**2/F and 3/F DY INTERNATIONAL BUILDING, SAN
MARCELINO STREET CORNER GEN. MALVAR
STREET, MALATE, MANILA CITY, PHILIPPINES**

Client	Standard	Certification Number(s)	Audit Type
National Wages and Productivity Commission	ISO 9001:2015	01 100 1900207TRP	2 nd Surveillance Audit

Contents

1	Audit result.....	3
2	Scope.....	3
2.1	Description of the organization.....	3
2.2	Scope of certification.....	5
3	Changes in the management system / Contract review.....	7
4	Audit findings	7
5	Dates.....	13

Client	Standard	Certification Number(s)	Audit Type
National Wages and Productivity Commission	ISO 9001:2015	01 100 1900207TRP	2 nd Surveillance Audit

Audit Leader : Lionell Aala

Audit Team : Madilyn Plaza, Rolando Remitar, Fronie Aligway, Minda Fe Villapando, Mary Grace Balobalo, Emiliano Sibolboro (Tech. Expert)

Client's representative : Elvira P. Jota - Deputy Executive Director/ ISO Coordinator

Audit Date : March 19 -21, 2024

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 stand-

The auditor therefore recommends:

<input checked="" type="checkbox"/>	Award of the new certificates. (Site 5, Site 7, Site 8, Site 15 & Site 16)
<input checked="" type="checkbox"/>	Maintenance of the existing certification. (Site 1/HQ, Site 2-4, Site 6, Site 9-14 & Site 17)
<input checked="" 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."

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 Boards (RTWPBs) in all regions of the country.

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

Client	Standard	Certification Number(s)	Audit Type
National Wages and Productivity Commission	ISO 9001:2015	01 100 1900207TRP	2 nd Surveillance Audit

Vision

Justly remunerated and productive Filipino workforce in globally competitive enterprises.

Mission

Set minimum wage that protects vulnerable workers from undue low pay.
Promote productivity improvement and incentive schemes among MSMEs.

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 legal requirements;
- Continually improve all processes and systems to meet the requirements of relevant interested parties; and
- Enhance the competencies of its talents.

Our Core Values

- **Makatao (People Centric)**
"Our people is our prime asset."
- **Malikhain (Innovative)**
"Innovation makes things possible."
- **Mahusay (Excellence)**
"Public service at its best."

Mandate

NWPC is a key policy-making body on wages, incomes, and productivity, mandated under RA 6727 or the Wage Rationalization Act (1989) and RA 6971 or the Productivity Incentives Act of 1990 to:

- Determine minimum wages at the regional, provincial and/or industry levels; and
- Promote productivity improvement and gainsharing schemes, particularly among micro, small and medium enterprises.
- NWPC formulates policies and guidelines on wages, incomes, and productivity and exercises technical and administrative supervision over the RTWPBs.
- With 17 RTWPBs (including ARMM) responsible for setting minimum wages and promoting productivity improvement programs.

Services

The NWPC and RTWPBs provide the following services on wages, incomes, and productivity:

Research and Policy

- Advise the President and Congress on matters relating to wages, incomes, and productivity
- Determine and fix minimum wage rates at the regional, provincial, and industry levels
- Undertake researches and studies on wages and productivity
- Formulate policies and guidelines on wages, incomes, and productivity

Training and Consulting

- Provide training courses on quality and productivity (Q&P) improvement for company owners, managers, supervisors, and workers of qualified small and medium enterprises (SMEs).
- Extend firm level consulting and technical assistance on the actual implementation of Q&P improvement projects for beneficiary-SMEs.
- Promote gainsharing schemes at the firm level.

Information and Publication

- Render information services in the areas of wages, incomes, and productivity to walk-in and phone -in clients, as well as through the NWPC website and library.
- Disseminate publication and information materials on minimum wages and Q&P improvement and gainsharing.
- Conduct wage clinics or one-on-one consultation with clients on wage-related concerns. • Conduct wage clinics or one-on-one consultation with clients on wage-related concerns.
- Conduct wage clinics or one-on-one consultation with clients on wage-related concerns.

Client	Standard	Certification Number(s)	Audit Type
National Wages and Productivity Commission	ISO 9001:2015	01 100 1900207TRP	2 nd Surveillance Audit

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:	NA
Reasons for non-applicability:	NA

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	Audited
01 / 01 100 1900207 TRP	National Wages and Productivity Commission 2/F and 3/F Dy International Building, San Marcelino Street corner Gen. Malvar Street, Malate, Manila City, Philippines	254	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"/>
01 100 1900207 TRP / 01	National Wages and Productivity Commission 2/F and 3/F Dy International Building, San Marcelino Street corner Gen. Malvar Street, Malate, Manila City, Philippines	87	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"/>
01 100 1900207 TRP / 02	National Wages and Productivity Commission NCR 2/F Dy International Building, San Marcelino Street corner Gen. Malvar Street, Malate, Manila City, Philippines	11	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"/>
01 100 1900207 TRP / 03	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – III 2 nd Floor Kingspire Business Center, Km. 71 McArthur Highway, Brgy. San Isidro, City of San Fernando Pampanga, Philippines	12	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"/>
01 100 1900207 TRP / 04	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – IVA 3 rd Flr. Milan Prestige Bldg., National Highway, Brgy. Halang, Calamba City, Laguna, Philippines	12	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"/>

Client	Standard	Certification Number(s)	Audit Type
National Wages and Productivity Commission	ISO 9001:2015	01 100 1900207TRP	2 nd Surveillance Audit

01 100 1900207 TRP / 05	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – CAR- 4 th Floor, Room 411 Lyman Ogilby Centrum, 358 Magsaysay Avenue, Baguio City, Philippines	9	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"/>
01 100 1900207 TRP / 06	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – I Rm 202-203, Juanita Commercial Bldg., Quezon Avenue, San Fernando City, La Union, Philippines	11	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"/>
01 100 1900207 TRP / 07	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – II 1 st and 2 nd Floor JC Lasam-Villrose Building, 10-A Arellano Extension, Ugac Sur, Tuguegarao City, Cagayan, Philippines	10	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"/>
01 100 1900207 TRP / 08	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – IVB 4 th Floor, ETVR Bldg., Roxas Drive, Sto. Niño, Calapan City, Oriental Mindoro, Philippines	9	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"/>
01 100 1900207 TRP / 09	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – V ANST Bldg., Washington Drive, Legaspi City, Philippines	10	Implementation of Policies and Programs on Setting Minimum Wage for Private Enterprises and Promotion of Productivity Improvement and GainsharingV	ISO 9001: 2015	<input type="checkbox"/>
01 100 1900207 TRP / 10	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – VI Rm. 30, 3/F Doña Maria Bldg., La Castilla cor EL 98 Sts., Jaro, Iloilo City, Philippines	10	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"/>
01 100 1900207 TRP / 11	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – VII 6/F DOLE VII Bldg., Gorordo Ave., Kamputhaw, Cebu City, Philippines	11	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"/>

Client	Standard	Certification Number(s)	Audit Type
National Wages and Productivity Commission	ISO 9001:2015	01 100 1900207TRP	2 nd Surveillance Audit

01 100 1900207 TRP / 12	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – VIII DOLE Compound, Trece Martires St., Tacloban City, Philippines	10	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"/>
01 100 1900207 TRP / 13	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – IX Compartment No. 2-F H.C. Marketing Bldg., Camins Ave. Zamboanga City, Philippines	10	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"/>
01 100 1900207 TRP / 14	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – X 2 nd Floor Trinidad Building, Corrales-Yacapin Streets, Cagayan De Oro City, Philippines	10	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"/>
01 100 1900207 TRP / 15	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – XI Upper Ground Floor, Parking Building, Bormaheco Compound, J.P. Laurel Avenue, Bajada, Davao City, Philippines	12	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"/>
01 100 1900207 TRP / 16	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – XII Marjoses Building II, Jesse M. Robredo Avenue, Purok Pag-ibig, Brgy. Zone III, Koronadal City, Philippines	10	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"/>
01 100 1900207 TRP / 17	National Wages and Productivity Commission Regional Tripartite Wages and Productivity Board – XIII Nimfa Tiu Bldg., J.P. Rosales Ave., Butuan City, Philippines	10	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"/>

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:

- Changes of the following address:
- For sites 5 RTWPB CAR at 4th Floor, Room 411 Lyman Ogilby Centrum, 358 Magsaysay Avenue, Baguio City, Philippines

Client	Standard	Certification Number(s)	Audit Type
National Wages and Productivity Commission	ISO 9001:2015	01 100 1900207TRP	2 nd Surveillance Audit

- Site 7 RTWPB Region II at 1st and 2nd Floor JC Lasam-Villrose Building, 10-A Arellano Extension, Ugac Sur, Tuguegarao City, Cagayan, Philippines
- Site 8 RTWPB IV-B at 4th Floor, ETVR Bldg., Roxas Drive, Sto. Niño, Calapan City, Oriental Mindoro, Philippines
- Site 15 TWPB XI at Upper Ground Floor, Parking Building, BormahecoCompound, J.P. Laurel Avenue, Bajada, Davao City, Philippines

-Site 16 RTWPB XII at Marjoses Building II, Jesse M. Robredo Avenue, Purok Pag-ibig, Brgy. Zone III, Koronadal City, Philippines

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.

The audit plan was not changed during the audit.

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 auditor 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	Awards and Recognition (Site 11) - Cebu	Awards and recognitions received: Presidential Award presented to RTWPB 7, in recognition of their Exemplary Performance, Steadfast Dedication & Outstanding Contribution to the Fulfillment of the Goals of PMAP Cebu for the Year 2023. Given on January 26, 2024 Plaque of Recognition is presented to Atty. Evita G. Mendoza-Balane Regional Tripartite Wages and Productivity Board for the exceptional dedication and contribution to the success of the Department of Labor and Employment Regional Office No. VII in its pursuit to serve public through the delivery of its programs, projects and services. Given on Dec. 1, 2023
2	Site 13: RTWPB Region IX Management - Zamboanga	Majority of the quality objectives and targets were achieved based on Office Performance Commitment and Review (OPCR) of Regional Tripartite Wages and Productivity Board – Region IX for January to December 2023. This is commendable.
3	Site 13: RTWPB Region IX Human Resource	Well organized, complete and easily retrievable evidences of the competence of the sampled personnel hired. This is noteworthy.

Client	Standard	Certification Number(s)	Audit Type
National Wages and Productivity Commission	ISO 9001:2015	01 100 1900207TRP	2 nd Surveillance Audit

4	Site 7: RTWPB Region II - Tugearao	RTWPB Region II received the Best Region Regional Tripartite Wages and Productivity Board specifics for 2023 Productivity Olympics is highly commendable.
5	Awards (Region XIII) - Butuan	The Region produced 2 national winners for the productivity Olympics which is a good indicator for the good implementation of trainings conducted
6	Customer Satisfaction (Region XIII)	The following are remarkable results on customer satisfaction: -zero customer complaints -zero petitions, objectives, exemption
7	Online Monitoring (Region XIII)	The organization implemented the following online monitoring : -Google drive -tracking of financial documents - Online demographics for male and female and senior

The following recommendations and opportunities for improvement provided by [the auditor](#) are intended to contribute to the continuous improvement of the management system.

No.	Unit/Department Site	Recommendations and opportunities for improvement
Site 11 - Regional Tripartite Wages and Productivity Board – Region VII – 6/F DOLE VII Bldg., Go-rordo Ave., Kamputhaw, Cebu City, Philippines		
1	Risks and Opportunity	For significant risks: Need to indicate the specific detailed timeline and prioritize the action of the significant risks. Need to add action plans for risks whose action plans are not effective. May consider separating the risks arising from the identified opportunity. Ensure that risks previously addressed and are no longer significant are still retained in the risk register.
2	Documented Information Management	Consider segregating the permanent records from those with retention period of 1-5 years for easy retrieval during disposal. Label according to retention period.

Client	Standard	Certification Number(s)	Audit Type
National Wages and Productivity Commission	ISO 9001:2015	01 100 1900207TRP	2 nd Surveillance Audit

3	Facilities/ Equipment/ Vehicles/ ICT (Preventive and Corrective Maintenance)- Control of External Providers	For Region VII – procurement of below P50k, no evaluation but planning to have an evaluation for these suppliers thru google form using the same criteria of the NWPC supplier evaluation form. The implementation of this will be verified in the next audit.
Regional Tripartite Wages and Productivity Board – Region IX – Compartment No.2-F H.C.Marketing Bldg., Camins Ave., Zamboanga City, Philippines		
4	Site 13: RTWPB Region IX Human Resource	Consider to retain record of attendance for orientation conducted for new hires. Consider to also include identification of current version of the orientation material for new hires. Currently, there is on-going pilot test of Assessment on Training Effectiveness -Supervisor Rating Form initiated by the Human Resource at the NWPC, Head Office to determine if the trainings provided met the training needs. The status of the implementation will be verified next audit.
Site 7: Regional Tripartite Wages and Productivity Board – Region II, 1st and 2nd Floor JC Lasam-Villrose Building, 10-A Arellano Extension, Ugac Sur, Tuguegarao City, Cagayan, Philippines		
5	Training	Consider improving the Productivity Training Calendar by indicating the actual date of training (e.g. if it's done already).
6	Internal Audit	There's a need to indicate the date of issuance of the OFI (FM-NWPC-QMS-14) issued from the internal audit conducted on December 7, 2023.
Site 17 - Regional Tripartite Wages and Productivity Board – Region XIII – Nimfa Tiu Bldg., J.P. Rosales Ave., Butuan City, Philippines		
7	Management (Region XIII)	Aside from the regular meeting, the organization may conduct mini management review as an assessment of QMS in the regional level
8	Legal Requirements (Region XIII)	There is a need to update the list of applicable legal and other requirements (e.g. Data Privacy, FOI and etc.)
9	Monitoring of Objectives (Region XIII)	May devise a way of monitoring the 100% compliance of all legal requirements
10	Maintenance (Region XIII)	Revisit the documentation of preventive maintenance (e.g. Defective Aircon with PM)
11	Document Control (Region XIII/CO)	There is a need to update the Wage Order Rule Procedure– PM-NWPC-RBS-03-2.1 by integrating the Omnibus Rules on Minimum Wage Determination
12	Inventory (Region XIII)	Inventory level may be determined (e.g. stock level of IEC materials, coupon bond and etc) for the ordering point of materials

Client	Standard	Certification Number(s)	Audit Type
National Wages and Productivity Commission	ISO 9001:2015	01 100 1900207TRP	2 nd Surveillance Audit

13	Risk Management (Region XIII)	<p>The following may be improved:</p> <ul style="list-style-type: none"> -Updating the appropriate likelihood and impact since the same rating for 2022 and 2023 but still significant but the action was evaluated as met -Overall evaluation on the effectiveness of risks especially on the recurring of risk
14	External Document (Region XIII)	May ensure the identification of distribution of external documents as one of the control of documents
15	Human Resource (Region XIII)	Although all the processes of hiring an Attorney IV were done by the region, there is a need to fill up the position
<p>Site 5 – Regional Tripartite Wages and Productivity Board – CAR – 4th Floor, Room 411 Lyman Ogilby Centrum, 358 Magsaysay Avenue, Baguio City, Philippines</p>		
16	Training	As the organization has data on number of participants per province, consider to have trends analysis if total number of firms participating on Productivity Toolbox Training program remains high or decreasing to determine if alternative action is needed to reach especially if participants is much lower compared to registered business entities from LGU.
17	IEC Materials	In distributing IEC materials, consider to include in the logbook if IEC material like brochure or leaflet is internally print out provided to clients. Mostly, those listed are only print out materials thru 3 rd party provider.
18	Human Resource	<p>Consider to make legend and assess which among those conducted trainings are required to be part of ICASF or Individual Competency Assessment Survey Form for proper assessment if its effectiveness.</p> <p>Assess within plotted trainings which have not materialize and how does it affect or potentially affects operations or programs if remains unprovided.</p> <p>Ensure training provided to fill in gap arises due to designation of additional function is effective (E.g Accountant designate originally for Admin. Asst. 3)</p>
<p>Site 1 / HQ – Central Office - 2/F and 3/F Dy International Building, San Marcelino Street corner Gen. Malvar Street, Malate, Manila City, Philippines</p>		

Client	Standard	Certification Number(s)	Audit Type
National Wages and Productivity Commission	ISO 9001:2015	01 100 1900207TRP	2 nd Surveillance Audit

19	ICT	<p>Ensure the following:</p> <ul style="list-style-type: none"> - Include risk related on the expired firewall subscription dated March 7 2024 and by March 26, 2024. - As the organization do no have restriction on social media web-sites, which mostly potential source of threats, ensure alertanative control is applied (e.g. spot checking of website history for sites with threats contained by antivirus). <p>May need to check policy on the proper safekeeping of devices to protect hardware and software. Likewise, consider to check applicability of Ac-countability form where Do's and Don't are indicated for every issuance of new units.</p> <p>There's a plan to review the ICT Maintenance Monitoring Form, this will be checked next visit.</p> <p>E-productivity tool could further enhance by allowing analytics of partici-pants per provinces, this may be used by RTWPB which province needs to prioritize in providing training / technical assistance or other programs necessary.</p>
20	Training Design and Development	<p>For comments or suggestions provided by the participants on under de-veloping modules, consider to write down remarks for not including such in the revised module (e.g. Consultation report).</p> <p>If possible, consider to review the benefits of locking critical slides of each module that may be unintentionally deleted or change by end-user.</p>
21	Internal Audit	<p>May need to ensure proof of evidence during audit is clearly indicated in the checklist or highlight report to assure outcome of processes audited are verified accordingly on a sample basis.</p> <p>For the auditor assigned to the audit the internal audit process, aside from table top approach, consider to let her audit other auditors as part of audit-ing their actual competence and manner of conducting audit.</p> <p>In defining qualification of auditors, consider to study to have a training on atleast basic foundation course on the core processes. This is mostly ben-eficial to auditors who are not expose to the core process.</p>
22	Document Control	<p>In distributing document copies to different regional offices, consider to in-clude "Sent via Email" and date as sending hard bounds takes time de-pends on availability of RTWPB representatives or HO rep. going to differ-ent sites to hand over hard copies.</p>

Audit Report

Client	Standard	Certification Number(s)	Audit Type
National Wages and Productivity Commission	ISO 9001:2015	01 100 1900207TRP	2 nd Surveillance Audit

23	PID	Review and improve the monitoring tools used for easier verification of accomplishment declared in OPCR. Consider to use only one feedback tool, currently there are two types of customer satisfaction feedback form used.
24	FEV	Need to periodically review risks and actions addressing risks and include in the latest template of Risks and Opportunities Assessment.

5 Dates

Due Date for the next audit

March 5, 2025

Agreed date for the next audit

Feb. 5, 2025

March 21, 2024

Date



Lionell Aala

Audit Leader / Auditor(s)

Client	Standard	Certification Number(s)	Audit Type
National Wages and Productivity Commission	ISO 9001:2015	01 100 1900207TRP	2 nd Surveillance Audit

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>Policy shift from regional to across-the-board wage increase, and national living Wage</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 RA 6971 or Productivity Incentives Act - Technical 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 - Incorporation of Bagong Pilipinas logo to all agencies letterheads, websites and official social media accounts <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 - Regional Tripartite Board Members - Other National Agencies
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>The quality objectives are measurable and are controlled, communicated and updated regularly.</p> <p>Key quality objectives include:</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 annual budget; to include the new outcome indicators per GAA - To attain a rating of 3 or better from 98% of participants of productivity training and learning sessions who accomplished and submitted the evaluation form - To maintain 100% compliance to all applicable legal requirements - To attain a CSM rating of 3 or better from 90% of clients on frontline services - To implement at least two process improvements / innovations per year - To provide at least 8 hours 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 - 11 wage orders for private establishments issued; 7 wage orders for domestic workers issued • Productivity Toolbox, PBIS, and other programs/projects exceed 100% percent accomplishment rate <p>Sample Objectives on RTWPB Level on 2023: 937 MSMEs trained/oriented by the end of November 2023 (actual: 1,261 MSMEs trained at</p>

Client	Standard	Certification Number(s)	Audit Type
National Wages and Productivity Commission	ISO 9001:2015	01 100 1900207TRP	2 nd Surveillance Audit

Item	Audit result
	<p>the end of November 2023)</p> <ul style="list-style-type: none"> 75 establishments provided with technical assistance on designing/formulation of productivity/performance-based incentives schemes completed by November 2023 (actual: 90 end of November 2023) 14000 clients reached thru the following advocacy services (public information, IEC health, Wage Clinique, Mass media) by the end of November e2023 (actual: 128,261 client reached advocacy services at the end of November) 100% of clients who accomplished CSM evaluation from rated technical services as satisfaction or better with at least 80% of clients accomplished the CSM evaluation form (actual: 100% accomplished) 100% of requests for technical assistance on Facility Evaluation (FE) with complete supporting documents acted upon within the prescribed 35-day PCT (actual: 3/3 or 100% accomplished technical assistance of FE) Resolution on wage exemption application, target: achieved 98% disappointment rate on application for exemption filed with RB's within the 45-day reglementary period <p>Overall core indicators and outcome based on NWPC (OPCR) for Year 2023:</p> <ul style="list-style-type: none"> 15,000 MSMEs trained / oriented by end of Nov. 2023 (Actual = 131%) 1200 establishments provided with technical assistance on designing/formulation of productivity/performance based incentives schemes completed by mid dec. 2023 (actual: 123%) Developed 5 new modules by end of Dec 2023 focus on Service Quality Improvement program for workers in tourism sector, Improving productivity through design thinking, Management principles on improving productivity, Compensation and benefits for MSME's (actual: 5) Updated Productivity 101 and PBIS modules enrolled in DOLE – LEES Provided Technical Assistance in the conduct of Productivity Training Programs as requested by RBs and or partner agencies.
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"> 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

Client	Standard	Certification Number(s)	Audit Type
National Wages and Productivity Commission	ISO 9001:2015	01 100 1900207TRP	2 nd Surveillance Audit

Item	Audit result
	<p>The following processes have been outsourced and are appropriately reviewed and controlled:</p> <ul style="list-style-type: none"> - Security Services - Janitorial Services - Equipment Preventive Maintenance
Risk-based thinking	<p>The requirements for risk-based thinking are being realized in the organization as follows:</p> <p>Note: Process Manager's review of processes is ongoing</p> <p>Risk-based thinking has been applied for the following processes:</p> <ul style="list-style-type: none"> - Wage Policy and Research Division (WPRD) - Productivity Policy and Research Division (PPRD) - Training and Technical Service Division (TTSD) - Planning and Information Division (PID) - ICT - Training Design and Development - Human Resource - RTWPB Core Operations <p>Examples of risks and opportunities of processes identified are:</p> <ul style="list-style-type: none"> - Different views on the implementation of the FE/TMS/BUS Compensation Scheme Guidelines - Limited knowledge of the staff on Systems Application causing delays in the provision of technical assistance, project completion, unmatched system for end user requirement - Delay and failure of procurement (use of ICT resources) - Limited manpower complements in the RBs amid expanding programs and services - Potential negative impact on business especially small and medium enterprises (SMEs) leading to possible job losses or price increase <p>Examples of measures taken to react on identified risks are:</p> <ul style="list-style-type: none"> - Develop an FAQs (frequently asked questions) for each rule / program - Continuous enhancement of staff's technical skills; ensure correctness of specifications required by the end users; thorough monitoring of the development process of the system - Full operation, implementation and enhancement of PAMS (Procurement and Asset Management System) - Continue the provision of technical assistance to RBs and develop a calendar of technical assistance request from RBs ; technical assistance in the maintenance of the e-Learning Portal

Client	Standard	Certification Number(s)	Audit Type
National Wages and Productivity Commission	ISO 9001:2015	01 100 1900207TRP	2 nd Surveillance Audit

Item	Audit result
	<ul style="list-style-type: none"> - Consult with businesses, workers' organizations and government agencies to gather feedback and insights <p>Examples of risks and opportunities concerning the context of the organization are:</p> <ul style="list-style-type: none"> - Weak buy-in of MSMEs implementing productivity improvement programs and performance-based incentives schemes - Policy shift from regional to across-the-board wage increase, and national living wage - Emergence of new technology on the delivery of training services - Limited capacity of program implementers to conduct orientation, training and technical services using online platform <p>Concerning risk based thinking the following tools are used:</p> <ul style="list-style-type: none"> - Risk and Opportunity Assessment - Action plan on Risks and Opportunities - Risk Matrix
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 RA 6727 – Wage Rationalization Act - Implementation of the flagship programs on wages and productivity - Timeliness and completion of documents necessary in wages and productivity directions <p>Key regulatory, statutory and customer-related requirements include:</p> <ul style="list-style-type: none"> - RA 6727, Wage Rationalization Act - IRR – Implementing Rules and Regulation for RA 6727 - NWPC Guidelines No. 03 s2020 _ Omnibus Rules on Minimum Wage Determination - 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>A CSM rating of 3 or better from 100% of participants of training, learning sessions, and frontline services. (1% rated 3; 26% rated 4; and 73% rated 5) for 2023. A year-on-year comparison (2022 vs 2023) on client satisfaction was done to evaluate clients' satisfaction with the organization's programs and services. On CSM related to training, DED Jota said that there is a need to include/highlight negative comments, as these constitute bases for areas for improvement, corrective action, and/or innovation projects.</p> <p>There's 0 Customer Complaints noted or received for 2023.</p>

Audit Report

Client	Standard	Certification Number(s)	Audit Type
National Wages and Productivity Commission	ISO 9001:2015	01 100 1900207TRP	2 nd Surveillance Audit

Item	Audit result
Internal audit and management review	<p>The organization measures the implementation, maintenance and effectiveness of the management system by means of annually scheduled system audits. The organization reliably carries out these audits dated Dec. 4 – 7, 2023 by 8 qualified auditors resulting to 1 NC under Central office and 5 OFI's (4 is from Central Office and 1 is from NCR). The rest of the sites were also audited on same dates with one auditor each whereas all processes are timely scheduled. And resulted to 0 findings.</p> <p>Top Management 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. Date of last management review: 23 Nov. 2023.</p>
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	1	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