

ISO MEMORANDUM NO. 2024-17

FOR : ALL CONCERNED INTERNAL QUALITY AUDITORS AND AUDITEES

DATE : 18 JUNE 2024

SUBJECT : ISO INTERNAL QUALITY AUDIT

In compliance with the Tourism Promotions Board's (TPB) Quality Management System and to help us prepare for the External Audit on **08 August 2024**, an ISO Internal Quality Audit of the TPB's processes is scheduled on **24, 25, 27 June - 02 July 2024**. The period of coverage is from July 2023 – June 2024.

Attached is the approved Internal Quality Audit Program and Plan for reference. Please note on the following important schedule:

DATE / TIME	ACTIVITY
24 June 2024, Monday 9:00 am (TPB Activity Room)	Opening Meeting Attendance of the concerned auditors and auditees is a must
10:30 am	Start of the ISO Audit
12:00 nn	Lunch will be served
1:00pm	Continuation of the ISO Audit
25, 27 June – 02 July 2024 9:00 am onwards	Continuation of the ISO Audit
04 – 05 July 2024 11:00 am onwards	Audit Report Writing Submission of Internal Quality Audit Reports Closing Meeting During the Closing Meeting, the assigned Auditor/s will report his/her findings in the presence of the concerned Auditee/s. Ideally, audit findings report and CARs should be issued to the auditee/s after the Closing Meeting if there are any.

For auditees with still un-closed CARs, particularly on the unmet targets, as well as issued OFIs, the assigned auditor/s will verify the implementation and effectiveness of the corrective actions submitted.

All are encouraged to attend the Opening Meeting on **24 June 2024**, to finalize the schedule of the Audit Plan.

Thank you.


ROSELLE D. ROMERO
Internal Quality Audit Head